



FORT WORTH TRANSPORTATION AUTHORITY

# RIDER GUIDELINES

AUGUST 2017

## HOW TO RIDE INFORMATION

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**BOARDING, SEATING AND EXITING:** FWTA recommends arriving at the bus stop 5-10 minutes before the scheduled arrival time. Please have exact fare or your fare pass ready before boarding. If you are eligible for reduced fare, have your valid Reduced Fare ID or government-issued Medicare card ready to show your operator.

All passengers should enter through the front door nearest the operator. FWTA buses are equipped with wheelchair lifts or ramps, along with securement devices. All fixed route buses have “kneeling” capability, which lowers the height of the first step to make it easier to board and exit the bus. Any passenger may request the use of the ramps or kneeling function, regardless of ability. Seats in the front of the bus are reserved for persons with disabilities, mobility devices, expectant mothers and senior citizens. While passengers may be asked to relocate to other seats to make these accommodations, they are not required to move.

Operators will only pick up and drop off passengers at designated FWTA stops, including end-of-the-line bus stops. However, operators do not stop at all stops, so you must signal that you are approaching your bus stop by pulling the cord or pressing the touch strip located near the windows. Whenever possible, passengers should exit from the rear or center door, as this will allow passengers boarding to be unobstructed and allow any mobility devices to enter.

## FARE PASSES

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The following are types of passes that may be purchased at any FWTA retail property or online.\* Find the location closest to you at [www.FWTA.org](http://www.FWTA.org)

- 1-Day Pass
- 7-Day Pass
- Monthly Pass
- Annual Pass

*\*No change or refunds will be given. Certified MITS passengers may ride fixed route service for \$1 with valid ID. MITS personal care attendants may ride with certified MITS passengers for \$1.*

Online and phone orders may take up to 10 days to arrive in the mail.  
Children age 4 and under ride free with a fare-paying passenger.

**REAL-TIME SCHEDULE INFORMATION:** To plan your trip or check on the arrival of a bus, FWTA offers real-time schedule information in several different formats:

**NEXTBUS MOBILE APP** - Offers transit riders a host of features, including walking directions to the nearest stop and the ability to mark your favorite routes and stops. Download the free NextBus app on your Android or Apple mobile devices.

#### **AVAILABLE FEATURES**

- Find real-time arrival estimates for nearby stops.
- Find the location of stops and vehicles on a live map.
- Find walking directions from the current location to the nearest stop.
- Save favorite transportation agency, route and stop.
- Find all or nearby transportation agencies.
- Store default settings such as favorite stops and agencies.
- Send feedback to NextBus or the applicable transportation agency.
- Save alerts for a stop and agency.
- Support for French and Spanish.

**NEXTBUS ON THE WEB** - Go to [www.nextbus.com](http://www.nextbus.com) on your computer and NextBus will automatically determine your location to find your nearest stop. Make sure to tap “OK” if you receive a message “<http://www.nextbus.com> would like to use your current location.” Or make sure the agency drop-down box contains “Fort Worth The T,” and then select the route, direction, and stop. For quick future access to [nextbus.com](http://www.nextbus.com), bookmark the site directly to your home screen.

**VOICE** - Call 817-215-8600 (option 6) and follow instructions when prompted.

**TEXT/SMS** - If you know your stop number, text ‘thet xxxx’ to 41411, where ‘xxxx’ is the stop number. You will receive a text response with the next three arrival times. (Make sure you leave a space between ‘thet’ and the stop number.) *NOTE: Stop numbers are available on the bus stop sign at individual stop locations, via the mobile apps, or at [www.FWTA.org](http://www.FWTA.org).*

**REDUCED FARE:** FWTA offers youth fares for ages 5–19 and reduced fares for seniors 65+, persons with disabilities with ID and Medicare card holders. To ride FWTA using a reduced fare pass or to pay reduced fare on-board, individuals must show a valid form of ID: FWTA Reduced Fare ID Card (cost is \$2, and an application must be completed and submitted at the ITC or 800 Cherry Street location), or government-issued Medicare card.

**HOW TO USE A PASS/PASS ISSUES:** When you use a fare pass on the bus for the first time, you must insert the pass vertically in the farebox slot to activate the pass. This pass will be returned to you with a time and date stamp. Once the pass is activated, you may slide/swipe your pass for future trips. If your pass does not work, please give the pass to the operator to verify validity. If the pass is valid but will not work in the farebox or if the farebox does not return your pass, please let the operator know immediately. Replacement passes will only be issued if defective pass is recovered and still holds value. FWTA may issue complimentary passes commensurate with remaining value of defective pass. Fare passes are non-refundable and non-transferable. They cannot be used by or sold to other passengers.

**LENGTH OF TRIP:** Passengers are not allowed to “joyride” or stay on the bus for multiple trips. A passenger may make one complete round trip cycle. If a passenger refuses to get off of the bus after one round trip, (s)he may be removed and riding privileges may be suspended. You are not required to exit the bus during operator breaks and/or at the end of line. Please be considerate of operators during layovers, recovery times and breaks if you choose to remain on the bus. Once you exit, you may be asked to pay an additional fare or use your fare pass for re-entry.

**BIKE AND BUS:** All fixed route buses come equipped with a two or three-unit bicycle rack. Passengers traveling on the bus with a bicycle, are responsible for loading and unloading their bicycles. For safety reasons, customers are encouraged to notify the bus operator that they will be loading/unloading their bicycle on/off the bike rack. Passengers are responsible for unfolding the bike rack, loading and securing the bicycle and return the bicycle rack to the stowed position (if removing the last bicycle from the rack). If the rack is full, passengers will not be allowed to bring the bike on the bus. When exiting the bus, please use the front door and notify the operator that you will be removing your bike from the rack.

**STANDING, SITTING, STROLLERS AND CARTS:** Federal regulations prohibit the operation of any bus with passengers standing ahead of the yellow or white line marked on the floor of the bus. If a seat is available, please utilize it. If a seat is not available, please hold onto the rails. For safety reasons, children must be removed from strollers and under their parents control at all times while riding. Strollers and carts must be folded and stored in a manner that does not block aisles.

**BOARDING WITH A MOBILITY DEVICE:** All FWTA vehicles are equipped with passenger lifts that meet ADA specifications (a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and use by individuals with mobility impairments, whether operated manually or powered). Passengers must be able to maneuver their mobility aid into the vehicle and wheelchair securement area, but a FWTA professional coach operator will ensure the device is secure before moving the vehicle. All fixed route buses also have a kneeling capability, which lowers the height of the first step onto the bus for those who cannot walk up or down bus steps.

## PASSENGER RULES OF CONDUCT

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**CONDUCT AND NOISE:** Passengers must refrain from disruptive behavior including talking loudly on cell phones, shouting profanity or insults, soliciting of services or favors, making threatening or hostile remarks and listening to loud music or electronic devices with or without earphones. Passengers cannot throw objects from the bus and all body parts must stay inside the bus at all times.

Appropriate attire is required for bus service. This includes shoes and shirts while boarding and traveling on the bus. Rollerblades, skates, skateboards and hover boards must be removed and carried onto the bus.

**SMOKING:** Smoking and using any other tobacco products are prohibited on board FWTA vehicles. This includes, but is not limited to, chewing tobacco (in all forms), cigarettes, cigars, pipes, vape or e-cigarettes.

**FOOD AND BEVERAGE:** Eating and drinking is not allowed on FWTA buses. Sealed and wrapped food and beverages may be transported, but not consumed on buses.

**SERVICE ANIMALS:** Service animals or animals in approved pet carriers are allowed on FWTA buses. Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability” (49 CFR 37.3).

Any animal used as a crime deterrent, or to provide emotional support, well-being, comfort or companionship is not a service animal. Service animals must be properly trained, groomed and maintained. Control of a service animal’s behavior is the responsibility of the animal’s owner.

Non-service animals must be in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus and must be leak-proof and well ventilated. Pet carriers must be small enough to fit on the owner’s lap or on the floor space in the immediate area of the owner without blocking the aisle.

**PERSONAL BELONGINGS:** Passengers are discouraged from occupying more than one seat or a large amount of walkway space. Personal belongings should be able to fit on your lap, under your seat, or immediately in front of you on the bus. Strollers and carts are allowed on board, but should be emptied and collapsed before boarding. Please do not leave trash in your seat or in the aisle. Buses are equipped with trash bags for your convenience, and garbage cans are located at most bus shelters.

## PROHIBITED ITEMS

- Explosives
- Car batteries (ADA-approved equipment is allowed)
- Compressed gas bottles (ADA-approved equipment is permitted)
- Fuel storage containers, or any equipment carrying fuel

**REMOVAL OF PASSENGERS:** FWTA supervisors, security staff or any responding law enforcement agency may remove passengers and/or their animals for not adhering to FWTA policies. Examples include lewd or illegal activity, loud, boisterous or other actions that are detrimental or disruptive to other passengers.

## FWTA OPERATOR RULES OF CONDUCT

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**COMMUNICATION/CONDUCT:** All FWTA professional coach operators possess a Commercial Driver's License and abide by all FWTA company procedures and work rules while on duty. Operators are expected to:

- Call out bus stops (including major intersections).
- Inform passengers of delays and detours.
- Not pick up or drop off passengers inside construction zones.
- Instruct passengers on what to do during an evacuation/emergency. All passengers are expected to follow instructions from the operator, especially during an emergency.
- Report farebox and maintenance issues to FWTA for follow-up.
- Stop at all railroad crossings before proceeding.
- Make "Reasonable Modifications and Accommodations" as defined in the Americans with Disabilities Act of 1990.

## SAFETY, SECURITY, LOST AND FOUND

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**POLICE AND SECURITY:** FWTA partners with the Fort Worth Police Department, and other regional public safety agencies, and hires its own police force. Uniformed and undercover police officers ride FWTA coaches and monitor bus stops to ensure the safety of all passengers.

If you see suspicious or illegal behavior onboard the coach or at a bus stop, please immediately report it to FWTA personnel, or the law enforcement agency responsible for that jurisdiction. In case of an emergency, call 911.

FWTA buses are part of the “Safe Place” program for at-risk youth. Children in danger may board the coach and report to their operator that they need help. FWTA will then contact emergency services to care for the child. All FWTA vehicles are equipped with audio and video surveillance equipment. FWTA passengers are subject to screening by local, state and federal law enforcement.

**LOST AND FOUND:** FWTA assumes no responsibility for items that are left on board. Found items are typically available after 12 p.m. the next business day at 1600 E. Lancaster Avenue. Customer Service does not contact bus operators regarding lost items; you must wait for lost items to be returned. Call Customer Service at 817-215-8600 to inquire about a lost item. To claim your property, appear in person between 8 a.m. and 5 p.m. Monday-Friday, provide an accurate description of the item, show your photo ID and sign a property claim tag with your name, address and phone number. Found items will not be held indefinitely. Please claim items within a week of losing your item. FWTA reserves the right to responsibly dispose of any article that may pose a risk to other passengers or employees.

**CUSTOMER COMMENTS, TITLE VI COMPLAINTS AND SPECIAL SERVICES:** FWTA welcomes feedback from passengers and the community. If you have comments, complaints or believe you have been denied the benefits of FWTA services on the basis of age, sex or disability, please call Customer Service at 817-215-8600.

Your comment will be entered into a database and investigated by the appropriate FWTA department. For all comments, if a response is requested, staff will follow up within 10 business days.

FWTA operates its programs without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been the victim of a discriminatory practice due to your race, color or national origin, you may file an official Title VI complaint. For more information on the FWTA Title VI Policy and the procedures to file a complaint, contact FWTA Customer Service at 817-215-8600 or visit [www.FWTA.org](http://www.FWTA.org).

**FWTA OFFERS THE FOLLOWING SPECIAL SERVICES:**

- Route System Maps and How to Ride information in English and Spanish on [www.FWTA.org](http://www.FWTA.org) and in print
- Screen reader-compatible online schedules available

**THESE ADDITIONAL SERVICES ARE AVAILABLE WITHIN 10 BUSINESS DAYS OF REQUEST:**

- Braille information, bus route cards for the visually impaired
- Interpreters for public meetings, including American Sign Language and non-English speakers
- Audio transcribing
- Travel trainings
- Any reasonable request to make information accessible for all individuals

FWTA will make reasonable modifications and accommodations in policies, practices and procedures when such modifications and accommodations are necessary to allow an individual with a disability to use FWTA services. If any special modifications or accommodations are needed while scheduling a ride, boarding a transit vehicle, while on board a transit vehicle, or while disembarking a transit vehicle that have not been already listed in this document, please let an FWTA staff member know in advance whenever possible by calling 817-215-8985, emailing [ada@FWTA.org](mailto:ada@FWTA.org), or by speaking to a representative in person.



## **CONTACT INFORMATION**

**FWTA CUSTOMER SERVICE  
AND MITS RESERVATIONS**  
817-215-8600

**INTERMODAL  
TRANSPORTATION CENTER**  
1001 Jones Street  
Fort Worth, TX 76102

**CUSTOMER SERVICE  
RETAIL AND BULK SALES  
CENTER**  
800 Cherry Street  
Fort Worth, TX 76102

*Information subject to change. Contact Customer Service at 817-215-8600 for the most up-to-date information.*