



## PARATRANSIT SERVICES

602 N. Staples St. Corpus Christi, Texas • [www.ccrta.org](http://www.ccrta.org)

### The Guide to Riding the **B-Line**

#### **Accessible Formats Available**

Alternative formats of this Rider's Guide, such as large print, Braille, or audio are available upon request. Please call our Eligibility Department at 361-289-2712 to make your request.

#### **What is **B-Line**?**

The **B-Line** is a shared ride public transportation service for people whose disabilities prevent them from using accessible fixed-route service. **B-Line** is origin to destination public transportation service provided to riders who have been determined eligible using [Americans with Disabilities Act \(ADA\) guidelines](#).

#### **Who is Eligible?**

Because the Corpus Christi Regional Transportation Authority (CCRTA) has designed **B-Line** in accordance with the Americans with Disabilities Act (ADA), riders must meet eligibility requirements. People with disabilities who are not prevented from using regular fixed route service by their disability would not qualify for **B-Line** service.

#### **How to Apply?**

To apply for **B-Line** service, call the CCRTA's Customer Service Center at 361-883-2287 and request that an application be mailed to you. You can also pick up an application from the Customer Service Center located at the Staples Street Center, 602 N. Staples, Monday – Friday between 8:00 a.m. – 5:00 p.m. and Saturday between 1:00 p.m. to 5:00 p.m. The **B-Line** application is also available online at [www.ccrta.org](http://www.ccrta.org). A completed application is required, both Part 1 and Part 2. Please review your completed application for accuracy before returning to **B-Line**.

Customers applying for **B-Line** service are provided with an in-person interview that may include a functional or cognitive assessment as appropriate. This component of the process is **necessary** to accurately determine the appropriate mode of transportation for each individual.

After receiving your application, CCRTA's Eligibility Program Administrator or a representative will contact you to schedule your interview and assessment as appropriate. CCRTA has a partnership with the Del Mar College Allied Health

Program to assist in the assessment process. After completing the assessment process, each applicant will be notified by mail within 21 days regarding eligibility for **B-Line** service.

### **Presumptive Eligibility**

After completing the assessment process, you will be allowed to use **B-Line** service for 21 days, until a decision of eligibility has been made. If you are determined ineligible, you will be given an additional 10 days of service before the service is discontinued.

### **Service Hours**

**B-Line** service is available Monday – Saturday 5:00 a.m. – 11:00 p.m. and Sunday 8:00 a.m. – 8:00 p.m. Holiday hours may vary. The **B-Line** provides service comparable to a fixed-route bus service as required by the ADA.

### **How Much to Ride?**

Base fare for **B-Line** is \$1.75. A \$2.00 surcharge will apply to trips that begin or end more than  $\frac{3}{4}$  of a mile from a fixed route (ADA service area). The ADA service area is the area within which transit systems, like the CCRTA, must provide complementary paratransit service. Fare must be paid when you board the bus. If you are using a full fare **B-Line** bus pass and your trip begins or ends more than  $\frac{3}{4}$  of a mile from a fixed route, you will need to pay the \$2.00 surcharge in addition to your **B-Line** pass. The fare must be paid in cash, with a monthly B-Line pass or with the GoPass app. Token passes may only be used to cover the base fare to and/or from a senior center.

If you will be using the service on a regular basis, you may want to buy a monthly pass. **B-Line** bus passes are \$60.00 and can be used on regular fixed route service also. Purchase your **B-Line** bus pass at CCRTA's Customer Service Center located at the Staples Street Center, 602 N. Staples, over the phone at 361-883-2287 or online at [store.ccrta.org](http://store.ccrta.org). You can also purchase your pass by mail. Mail your order to:

CCRTA Pass Sales  
602 N. Staples  
Corpus Christi, TX 78401

Please be sure to include your name, current address and the type of pass you wish to purchase along with your payment. We accept cash, checks and credit cards.

### **Personal Care Attendant (PCA)**

If you are unable to travel alone due to your disability and need a PCA to travel with you, your attendant travels free. When scheduling a trip, please tell the **B-Line** reservations staff that you will be accompanied by a PCA and if they will be utilizing

a mobility device. (The need for a PCA must be documented as part of the **B-Line** eligibility process.)

## Companion

Traveling companions are welcome as well, but they must each pay a fare. You may arrange for a companion to travel with you (if you require a PCA, you may travel with a companion in addition to the PCA). It is important that you tell the **B-Line** reservations staff when you schedule your trip that you will have a companion traveling with you and if they will be utilizing a mobility device. Additional companions may be scheduled subject to space availability.

## Scheduling a Ride

Scheduling for your trip can be made Monday – Friday from 7:00 a.m. – 5:00 p.m. and Saturday 8:00 a.m. – 5:00 p.m. by calling the **B-Line** at 361-289-5881. Reservations are available on Sundays from noon – 4:00 p.m. All trip arrangements, reservations and cancellations must be made by calling the **B-Line** directly or through the GoPass app. ADA Paratransit eligible riders wishing to use **B-Line** service must call a minimum of one (1) day in advance and may call up to three (3) days in advance of travel to schedule a trip. **B-Line** reservations staff may negotiate a trip time within one hour of the rider's request. We recommend advance reservations whenever possible.

When you call, give the **B-Line** reservations staff the following information:

- Your B-Line ID number
- Your name
- Date of trip
- Address of origin and destination
- Time you need to arrive at your destination or a requested pickup time  
*(it is recommended that you schedule your pickup time an hour and a half prior to your appointment time; two hours ahead if your destination is more than 15 miles away from your pickup location)*
- Time you need to be picked up from your appointment or a requested return time
- The type of mobility device you will be using for that trip
- If you will be traveling with a PCA and/or companion

The **B-Line** reservations staff will confirm the time for the **B-Line** to pick you up (the ready time). The reservations staff will repeat all information to ensure accuracy of your arrangements. All incoming reservations lines are recorded to ensure accuracy of the transaction.

## Scheduling Multiple Trips

Riders may need to go to several places in one day (doctor/shopping/dining etc.). Riders requiring multiple trips must schedule a separate trip for each pickup location

to each drop-off destinations. Multiple trips may be scheduled during the same phone call. Please be considerate when scheduling multiple trips as it can tie up phone lines for long periods.

### **Wait and Window Policy**

**B-Line** is an origin to destination, shared ride public transportation service. There are some places where **B-Line** has designated stops. If you are traveling to or from a place with designated **B-Line** bus stops, the reservations staff will inform you of the designated location. Because **B-Line** has to adhere to a schedule and serves many customers, the driver can only wait for 5 minutes upon arrival. Please be ready when **B-Line** arrives for you.

Vehicles will be scheduled and routed using the ready time as the beginning of a thirty-minute (30) window. **B-Line** vehicles may arrive up to 30 minutes after the ready time. This 30-minute “window” allows for delays in traffic and passenger delivery. Please do not call the **B-Line** to check on the estimated time of arrival before the end of the 30-minute window. If the **B-Line** vehicle has not arrived by the end of the 30-minute window, call **B-Line** at 361-289-5881 for information on the status of your ride. A vehicle arriving after the 30-minute window is considered late. When the **B-Line** bus arrives outside the 30-minute window (early or late) you may decline the trip, with no penalty.

### **Mobility Devices**

All paratransit vehicles are equipped with a low floor ramp. This feature allows for riders to easily board and exit the bus. All wheelchairs and other mobility devices must be secured while on the bus. When riding B-Line, the following is requested for your safety:

- Wait for the driver’s help and instructions when entering the vehicle.
- Seat belts must be worn by all passengers traveling on B-Line.
- Because Scooter type devices are less stable, we recommend that once aboard the vehicle you transfer to a seat.

### **Canceling B-Line trips**

If you are not going to need to take a trip that you have already scheduled or have a standing order and will not be taking a specific trip, please call to cancel at least **ONE HOUR before your scheduled ready time**. Please call 361-289-5881 for cancellations. If you call after regular business hours, you can leave a voicemail message. Make sure you leave your name, ID number, date of travel, the ready time, the destination and if possible, a phone number where you can be reached should we have questions. Cancel even sooner if you discover that you will not need the **B-Line**.

## Standing Orders

A Standing Order is a method of reserving a trip that is made a minimum of three times a week, to and from the same locations. **B-Line** will grant Standing Orders in available time periods. If a rider's service is suspended for any reason, the Standing Order will be revoked. Beginning January 1, 1999 Standing Orders will end on the same day as the rider's eligibility expiration date. The eligibility expiration date is noted on your **B-Line** photo ID. A change (time or location) to a Standing Order may result in the cancellation of the Standing Order.

To apply for a Standing Order call **B-Line** at 361-289-5881 and submit your application over the phone. Please note that Standing Orders may not be available for some time periods, and the availability of a Standing Order is not guaranteed. When you apply for a Standing Order, you must continue making phone reservations until you receive confirmation of your Standing Order from **B-Line** staff.

## Rider Tips and Rules

To ensure the safety in transporting all passengers, it is essential to have regulations. Riders using B-Line who are unable to remain seated, who are distracting the bus operator/others and who are unable to refrain from physical contact with other passengers/staff will not be permitted to use this service. If behavioral problems continue, service may be suspended. In the event of distractive behavior, the bus operator will pull over in a safe place and request a supervisor to the scene. If the incident involves violent behavior the rider may be suspended immediately. A written report will be completed with names and addresses of witnesses.

- No loud or obscene language, please. Violent and abusive behavior will not be tolerated and could result in a suspension of service for up to 30 days.
- No eating, drinking or smoking on the vehicle.
- Passengers under the influence of a controlled substance will not be transported.
- No tampering with lift equipment or wheelchair securements while on the **B-Line**.
- Playing radios and audio devices is prohibited.

## Lost and Found

Articles left on a **B-Line** bus will be turned in to the Lost & Found Department of the CCRTA. Articles (with the exception of perishables) will be held for 30 days before they are turned over to a charitable organization.

To report or claim a lost article, call the Customer Service Center at 361-883-2287. You may pick up recovered items at CCRTA's Staples Street Center, 602 N. Staples, Monday - Friday 8:00 a.m. – 5:00 p.m. or Saturday 1:00 p.m. to 5:00 p.m.

## Packages and Animals

You are allowed as many packages as you can carry by yourself when traveling, as long as the packages do not impede the service or safety of other customers. Some drivers may help load and unload your packages (not to exceed a total of 50 lbs.), however drivers may not carry packages to the door as it would result in delayed service. Customers are encouraged to have a personal care attendant accompany them when they know they may have an abundance of packages. Customers may also use a small folding cart for packages. No wagons are allowed. All pets must be caged/crated. Service animals are exempt from this requirement and will be accommodated on all service modes.

## Reciprocal Eligibility

Temporary **B-Line** service will be provided for up to 21 days within a 365-day period to visitors or new residents who are Paratransit certified by another transit agency. Verification of eligibility must be provided in advance.

## Suggestions, Comments or Inquiries

If you have suggestions, comments, questions or a service complaint you may contact CCRTA's Customer Service Center at 361-883-2287. For information on the status of a late **B-Line** ride please dial the **B-Line** at 361-289-5881. CCRTA's Customer Service Center at 361-883-2287 is staffed Monday thru Saturday between 8:00 a.m. and 5:00 p.m. In order to assist you in resolving concerns please provide as much of the following information as possible:

- Date and time of the incident
- Vehicle number, and/or the driver's name or employee number (posted aboard the vehicle)
- Reservations staff's name, if concerning a trip request
- Your name, address and telephone number

Specific details enable the Customer Service staff of the CCRTA to investigate a complaint or incident. You may also write to:

Corpus Christi Regional Transportation Authority  
Customer Service Center  
602 N. Staples  
Corpus Christi, TX 78401

## No Shows

A No Show occurs when a passenger fails to board a **B-Line** vehicle 5 minutes after the vehicle has arrived during the thirty-minute window or when the passenger fails to cancel the trip one hour before their ready time. The No Show Appeal Committee is comprised of members from CCRTA's Committee on Accessible Transportation. These members have a disability, are advocates for persons with disabilities or are a family member of a person with a disability. Please see CCRTA's No Show Policy for more information.

## What is Fixed Route?

Fixed route service is bus service provided on a fixed schedule along a pre-established route with various stops along the route. This service is provided by buses that are equipped with wheelchair ramps, which may accommodate up to three mobility devices each, and have space designated at the front of the bus for people with disabilities and older adults. CCRTA encourages all persons with disabilities to use its fixed route service. All fixed route vehicles are accessible and most stops along each fixed route are also accessible. B-Line eligible riders qualify for a reduced fare on fixed route. Also, B-Line eligible riders that are approved to ride with a PCA may travel with a PCA on fixed route with no charge to the PCA.

## CCRTA's Committee on Accessible Transportation

CCRTA's Committee on Accessible Transportation (RCAT) is an appointed body which serves in an advisory capacity on transportation and accessibility issues relative to persons with disabilities. Individuals who are interested in serving on RCAT should submit an application to CCRTA's Committee on Accessible Transportation, 602 N. Staples, Corpus Christi, Texas 78401. Applications are available at [www.ccrta.org](http://www.ccrta.org) or call CCRTA's Customer Service Center at 361-883-2287. RCAT has regularly scheduled monthly meetings on the third Thursday of each month at noon at CCRTA's Staples Street Center at 602 N. Staples. We invite you to join us and share your suggestions and comments at this time. Please call CCRTA's Customer Service Center at 361-883-2287 if you would like more information on meeting location and schedule.

## Quick Reference Numbers

Customer Service Center	361-883-2287
<b>B-Line</b> (Scheduling, Cancellations, Where's my Ride?)	361-289-5881
RideLine (24 hr. Automated Information)	361-289-2600
Mobility Services (B-Line Eligibility, Travel Training)	361-289-2712

Persons who are deaf, hard of hearing, deafblind or speech disabled can dial 7-1-1 to set up a Texas Relay Call. For Video Relay Service, please use the relay service of your choice.

### *Limited English Proficiency (LEP)*

*Para la información en español por favor contacta el Centro del Servicio al cliente de CCRTA en 361-883-2287.*

*For assistance with other foreign languages please contact CCRTA's Customer Service Center at 361-883-2287.*