



## Passenger's Guide

Effective November 7, 2008

### POLICY STATEMENT

NiteRide is a curb-to-curb evening service provided by Citibus and funded by federal, state and local grants to facilitate the needs of passengers who require service within the Lubbock city limits at the conclusion of the day's fixed route and paratransit services.

The following policies are guidelines that passengers must follow should they choose to utilize the service. This document is available on the web at [www.citibus.com](http://www.citibus.com), or may also be obtained by contacting NiteRide at 712-2000 ext. 236 (voice) or 767-2388 (TDD).

### **GENERAL INFORMATION**

Information on the following topics included in this guide:

- I. Registration Process
- II. Description of NiteRide Service
- III. How to Schedule a Trip
- IV. Fares
- V. Scheduling Parameters
- VI. Cancellation & No-Show Procedures
- VII. Miscellaneous

### **I. REGISTRATION PROCESS**

Citibus requires individuals who wish to use the NiteRide service to register for the service prior to scheduling trips. The registration process can be completed in person at the Citibus offices located at 801 Texas Avenue between the hours of 8:00 am and 5:00 pm, Monday through Saturday. A Citibus staff member will meet with potential passengers to explain policies and procedures and to provide written documentation related to the service. **THERE ARE NO ELIGIBILITY REQUIREMENTS FOR THE SERVICE.** However, passengers must complete the registration before scheduling services. Upon registration, passengers are eligible for service for two (2) years.

### **II. DESCRIPTION OF NITERIDE SERVICE**

1. NiteRide service is provided from 6:45 pm to 10:30 pm, Monday through Saturday throughout the year, except for the following observed holidays:

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

2. NiteRide is a curb-to-curb van service. Service is provided from the curb of the client's origin to the curb of the client's destination.

3. *NiteRide* is a shared-ride public transportation service. As such, other passengers may be onboard and the vehicle may stop for other pick-ups or drop-offs on the way to a destination.
4. Services are provided in low-floor or otherwise modified wheelchair-accessible vans.
5. **Operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.**

**Minimal Assistance Includes:**

- The operator will come to the curb of a residence or pickup location.
- The operator will attempt to notify passengers of arrival by sounding horn.
- The operator will assist passengers in boarding and exiting the van.
- The operator will deliver the passenger to the curb of his/her destination.

**Minimal Assistance DOES NOT include:**

- Assistance in getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Special or excessive efforts to locate the passenger.
- Assisting passengers in wheelchairs up or down steps and/or ramps at a residence or destination.
- Assistance in carrying personal belongings or purchases.
- Providing personal care for individuals who cannot be left alone unattended.

6. Service Area

*NiteRide* provides service anywhere within the Lubbock City limits. Currently, the only destinations beyond the City Limits that are serviced by *NiteRide* are the Turf Therapy Center (8301 MLK Blvd) and Reese Center (9801 Reese Blvd). There is a higher fare for services to these locations.

### III. HOW TO SCHEDULE A TRIP

#### *Requests*

1. Trips for *NiteRide* service can be scheduled by calling the scheduling line at (806) 712-2000 ext. 236 between the hours of 8:00 am and 5:00 pm, Monday through Saturday. If a scheduler is unavailable to answer a call, please leave a message and a scheduler will call you back. All scheduling requests must be received during regular business hours in order to be scheduled.
2. All trips must be scheduled by 5:00 pm on the day before the trip is to be taken or by 5:00 pm on Saturdays for service on Mondays. *NiteRide* cannot accommodate same day scheduling requests.
3. Trips may be scheduled up to seven (7) days in advance.

### IV. Fares

- **\$4.00 per trip inside the City Limits**
- **\$12.00 per trip (Reese Center & Turf Therapy)**
- **\$7.00 per trip for will-call, same day service or alternate destination**

**PLEASE NOTE THAT ALL FARES ARE DUE UPON ARRIVAL OF THE VAN AND BEFORE BOARDING.**

**PLEASE BE PREPARED TO PAY THE EXACT FARE.  
OPERATORS ARE UNABLE TO MAKE CHANGE.**

## **V. Scheduling Parameters**

Passengers may select times for pick-up anytime between 6:45 pm and 10:30 pm. However, if space on the van is limited and the passenger's requested time is not available, the *NiteRide* scheduler may offer an alternative pick-up time (if applicable). The actual scheduled time shall be the time agreed upon or provided by the scheduler at the time the schedule request is made.

*NiteRide* cannot provide exact times for pick-ups or drop offs. The van shall have a 30-minute arrival window for pick-up. The van may arrive for pick-up anywhere from fifteen (15) minutes before the requested time to fifteen (15) minutes after the requested time.

If the *NiteRide* van arrives anytime within the 30-minute arrival window, the van will wait five minutes for the passenger to board. ***If the passenger is unavailable for travel within 5 minutes of the van's arrival, the van will depart and the passenger will be charged with a No Show.***

*NiteRide* will *not* charge for trips when the van's arrival is delayed beyond the 30-minute window.

Passengers are responsible for providing thorough information needed for scheduling trips including passenger name(s), origin and destination addresses, designations for doors or pick-up locations for buildings with multiple entrances, etc.

Passengers are responsible for allowing ample travel time to arrive at destinations on time. Passengers may travel for up to one hour onboard the vehicle.

## **VI. Cancellation and No-Show Procedures**

### **1. Cancellations**

Passengers must cancel trips they do not intend to take at least one hour prior to the van's scheduled arrival time by calling *NiteRide* dispatch at (806) 712-2000 ext. 235.

Failure to cancel a trip at least one hour prior to the scheduled arrival of the van will result in the passenger being charged with a No-Show.

### **2. No-Show Procedures**

A No-Show fee of \$8.00 is due for each scheduled trip that is not taken.

Passengers will be allowed to schedule and take up to three additional trips prior to paying any No-Show fees that become due. However, once three trips have been taken, passengers will be temporarily suspended until accrued No-Show fees have been paid.

Passengers who are not on suspension may pay No-Show fees directly to the operator. Once a passenger has been placed on suspension all No-Show fees must be paid at the Citibus Administrative facilities located at 801 Texas Avenue. A pattern of successive No-Shows may result in service suspension. No-Show suspension guidelines are as follows:

Unpaid No-Show Fees	Temporary Suspension
6 No-Shows within 60 days	30 Days Suspension
15 No-Shows within 6 months	60 Days Suspension

NiteRide reserves the right to suspend passengers permanently for excessive numbers of No-Shows beyond the established guidelines.

## VII. Miscellaneous

### Attendants & Companions

An attendant or aide is someone who is designated or employed to help a passenger meet his or her personal needs. The need for an attendant must be indicated on the registration form. If an attendant is required, the attendant may ride for free when picked up and dropped off at the same address(es) as the client. **Scheduling should be alerted each time an attendant will be traveling with a client.**

NiteRide does not allow companions to travel along with clients unless the companion is also a registered user. Registered clients may travel to and from the same origins and destinations provided a trip is scheduled for each client and the prevailing fare is paid for each trip.

### Will-Calls

NiteRide does not allow trips to be scheduled on the same day that a trip is to be taken. NiteRide will consider will-calls only 1) when the passenger is already on the evening's schedule, 2) only in extreme circumstances beyond the control of the passenger, and 3) when space is available on the van. **NiteRide cannot guarantee the availability of will-call service.**

### Responsibility for Care

NiteRide will not be responsible for individuals who cannot be left alone at their destination without care or supervision. NiteRide reserves the right to contact protective and regulatory services when appropriate care has not been provided by responsible parties.

### Passes

NiteRide allows use of the CitiAccess pass. Passes may be purchased in books of 10 or 20 at the Citibus Administrative Office (801 Texas Ave.) between the hours of 8am-5pm. A 20-pass book costs \$60.00 and is available from the Citibus office or from the CitiAccess operator. Ten-pass books cost \$30.00 and are only available from the Citibus office. Also available is a 25-Ride Punch Card, which can be purchased for \$75 only at the main office. If you use a CitiAccess pass operators are not able to give change for the overage.

### Appeals

NiteRide passengers have the right to appeal No-Show fees that result in service suspension. Appeals should be directed to:

Citibus  
 Attn: General Manager – Appeal  
 801 Texas Avenue  
 Lubbock, Texas 79401

### Securement

NiteRide requires that all passengers utilize available securement and safety equipment within the vehicle. Seated passengers are required to wear lap safety belts while the vehicle is in motion. Passengers utilizing wheelchairs, scooters or other mobility devices must fully utilize the available securement system within the vehicle. At a minimum, the

wheelchair securement system requires a shoulder harness, a lap belt, and 4 straps to secure the mobility device to the floor. Wheelchairs and scooters must be secured to the operator's satisfaction prior to departure. Passengers who refuse to follow securement guidelines will not be allowed to ride *NiteRide*.

**Accessibility**

*NiteRide* vans, in compliance with the ADA and the Code of Federal Regulations, are designed to carry passengers utilizing "common wheelchairs". Wheelchairs or other mobility devices that do not meet the "common wheelchair" criteria, either because of size or weight, are unable to be transported on *NiteRide* vans.

A service of



Citibus Administrative Offices  
801 Texas Avenue  
Lubbock, Texas 79401

806-712-2000 ext. 236  
806-767-2388 – TDD  
[www.citibus.com](http://www.citibus.com)