



### WHY WAS MY BUS NOT ON TIME?

Scheduled service frequency is approximate and may vary due to unusual traffic conditions or other circumstances beyond our control.

### ARE ALL BUSES ADA ACCESSIBLE?

All Razorback Transit vehicles are equipped with lifts, ramps or kneeling devices to accommodate passengers using mobility devices.

### HOW CAN I GET ROUTING AND TIME-POINT INFORMATION WHEN RAZORBACK TRANSIT OFFICES ARE CLOSED?

Customers may use the transit guide or visit our online maps at [campusmaps.uark.edu](http://campusmaps.uark.edu) to access specific route information, maps and time points.

### WHY DID THE BUS PASS ME UP?

There are a few reasons why a bus would not stop at a bus stop such as: the bus is already at full capacity and is unable to board additional passengers, the bus is out of service, or the bus is being used to fill in for only a portion of a route to close gaps in service that may have been caused by roadway congestion, traffic accident, or some other valid reason. The bus is not required to stop at each bus stop if there are no customers waiting. Please be sure to make yourself visible to the operator at the bus stop and make sure to verify the time that the bus is scheduled to arrive.

### WHAT CAN BE DONE IF I HAVE A COMPLIMENT, COMMENT, SUGGESTION, OR COMPLAINT?

Razorback Transit strives to offer exceptional customer service. Please contact using our feedback page at <https://transitfeedback.uark.edu> and follow the steps they provide, (This is the best option giving written response of steps being taken and getting all of the correct information for us to follow up on with you). Or you may call (479) 575-RIDE (7433) Monday-Friday from 7 am- 4:30 pm to speak with a member of Management, or if no one answers please leave a message and we will get back to you as soon as possible. Please have the route, vehicle number, location where you boarded the bus, and the time you boarded the bus to help us identify the proper driver.

### TITLE VI NOTICE

Razorback Transit, as a sub recipient of the Northwest Arkansas Regional Planning Commission, complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act of 1964, and all Federal Transit Administration guidelines. Razorback Transit operates its programs and services without regard to race, color, and national origin.

For further information, call (479) 575-7433 (RIDE) or visit <http://transit.uark.edu> or contact the Transit and Parking Director at (479) 575-3304 or [transit@uark.edu](mailto:transit@uark.edu)

For more information or to file a complaint of discrimination, contact the University of Arkansas compliance officer: Compliance Officer ADA/ Section 504/Title VI Coordinator, Office of Equal Opportunity and Compliance (479) 575-4019 (voice) (479) 575-3646 (tdd)

Title VI complaint procedures and complaint forms are available at <http://oeoc.uark.edu>. It is the responsibility of the University Office of Equal Opportunity and Compliance to investigate and resolve all allegations of discrimination on the basis of race, age, gender, national origin, religion, disability, veteran status, marital or parental status, genetic information and sexual orientation. Complainants may also file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor, TCR, 1200 New Jersey Avenue SE, Washington, DC 20590

### RAZORBACK



### TRANSIT

RAZORBACK TRANSIT  
BUSB  
1 UNIVERSITY OF ARKANSAS  
FAYETTEVILLE, AR 72701

PHONE: 479.575.7433  
FAX: 479.575.7128  
[HTTP://TRANSIT.UARK.EDU](http://TRANSIT.UARK.EDU)

## RIDER GUIDE

# RAZORBACK



# TRANSIT

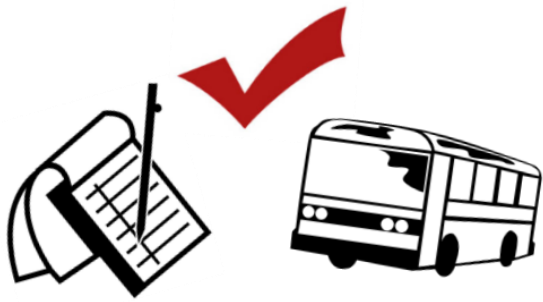


### About RAZORBACK TRANSIT

Razorback Transit provides fare-free fixed route bus and paratransit service to the “core” of the City of Fayetteville and the University of Arkansas campus during all hours of operation. Razorback Transit buses have wheelchair lifts and are air-conditioned.



UNIVERSITY OF  
ARKANSAS



### **RAZORBACK TRANSIT Passenger Rules**

Razorback Transit strives to provide a safe, reliable, and comfortable commute for all transit riders. To accomplish this Razorback Transit requests riders to adhere to the customer code below.

#### **As a rider on RAZORBACK TRANSIT I will:**

- Wear a shirt and shoes at all times.
- Refrain from eating or drinking on the bus and have all drinks and food contained in spill proof containers.
- Use electronic or audio devices, only with headphones as long as the sound is not audible to others.
- Keep my feet off the seats.
- Not distract the driver and stay behind the yellow line while the bus is in motion.
- Use available seats, and will not stand unless all seats are occupied.
- Yield the priority seats in the front of the vehicle for senior and/or disabled customers.
- Respect that service animals are allowed on public transit.
- Stay clear of doorways and stairwells.
- Be prohibited from riding if I use profanity or am displaying rude behavior.
- Remove children from strollers and fold strollers up before arrival of the bus.
- Not smoke or use other forms of tobacco on the bus, including electronic cigarettes.
- Pull the stop cord to let the driver know that I want off at the upcoming bus stop.

### **RAZORBACK TRANSIT Passenger Rules**

#### **Continued:**

#### **As a rider on RAZORBACK TRANSIT I will:**

- Not bring on board restricted items including used gasoline cans, car batteries, fireworks, guns, tires, or any other object too large to fit between passenger seats.
- Not bring on board any cart that cannot be folded or placed between the seats.
- Only carry the amount of grocery bags or other packages that I can carry in one trip; keep the aisle and seats clear of said belongings.
- Make sure skateboards are in the control of the owner and not stored on the floor of the bus.
- Check that I have all my belongings before I exit the bus.
- Not be considered a potential passenger unless I am within 20 feet of a bus stop.

### **RAZORBACK TRANSIT AND THE ADA**



The Americans with Disabilities Act of 1990, a civil rights bill, was designed to remove barriers that prevent persons with disabilities from fully participating in American society. In the area of public transportation the Americans with Disabilities Act clearly states that regular bus service should be the primary means of public transportation for everyone, including people with disabilities. Under the Americans with Disabilities Act, public transit agencies like Razorback Transit are required to provide curb-to-curb, demand-responsive paratransit service that "mirrors" their fixed-route bus service (in terms of service times and areas). The service is a "safety net", and is only for those persons who do not have the functional capability to access the fixed route bus system. While Razorback Paratransit's base mode of service is curb-to-curb, assistance beyond the curb may be available. Please contact Razorback Paratransit for additional information at (479)575-6993.

### **RAZORBACK TRANSIT AND THE ADA CONTINUED:**



- Each bus has two securement locations for mobility devices.
  - Mobility devices must be secured while you ride and operators must secure/unsecure your wheelchair.
  - The operator will ask customers seated in the securement area to move, but cannot force them to do so.
  - In any case in which a vehicle is operating on a fixed route with an inoperative lift, and the headway to the next accessible vehicle on the route exceeds 30 minutes, Razorback Transit shall promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work.
  - Operators will announce transfer points and specific stops.
  - Reasonable Modifications-Whenever feasible, requests for modifications/accommodations should be made in advance of when the modified service is being requested to be provided by Razorback Transit. The request should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Razorback Transit's services. Razorback Transit will make every effort to communicate determinations on requests for modifications in advance of when the service will be needed verbally or in writing.  
Contact:  
E. Adam Waddell  
479-575-6292  
ewaddel@uark.edu  
Associate Director  
BUSB 113  
University of Arkansas  
Fayetteville, AR 72701
- Razorback Transit developed these policies consistent with guidance provided in the Americans with Disabilities Act Guidance Circular FTA C 4710.1 and the Federal regulations set forth in Part 37 of Title 49 of the code of Federal Regulation.