

## 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 [transit.uark.edu](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 (td)

Title VI complaint procedures and complaint forms are available at [oeoc.uark.edu](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. Complaints 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  
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1 UNIVERSITY OF ARKANSAS  
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TRANSIT.UARK.EDU

# SERVICE INFORMATION

## GENERAL INFO

Razorback Transit provides fare-free fixed route bus and paratransit service to all University of Arkansas students, faculty, staff and the general public during all hours of operation. Razorback Transit buses have wheelchair lifts and are air-conditioned. **Peak transit service is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. on class days throughout the Fall and Spring semesters** (mid- August to mid- May) including final exam days. Bus service is not provided on official University of Arkansas holidays. A list of these holidays is available on the Transit and Parking website.

**Nightly bus service is provided from 6:00 p.m. to 10:30 p.m. Monday through Friday during the Fall and Spring semesters** (mid-August to mid-May). Saturday service is provided 7:00 a.m. to 10:30 p.m. during the same months. Regular routes are not operated on home football game days.

**Non-Peak service is also provided from 7:00 a.m. to 7:45 p.m. Monday through Saturday** during the summer (mid May to mid August) and during the Christmas and New Year holiday break.

Razorback Transit service maps, as well as the operations calendar, can be located at **[transit.uark.edu/transit-services/](http://transit.uark.edu/transit-services/)** under the maps and schedules tab.

When road conditions make it dangerous for buses, please listen to local radio and TV stations for possible bus schedule or route changes. You may also call the University of Arkansas Inclement Weather Hotline at 575-7000 for information. Razorback Transit can provide service only when travel conditions are safe.

Call 575-RIDE (7433) or email [transit@uark.edu](mailto:transit@uark.edu) for lost and found, route questions, compliments, suggestions or complaints. University lost and found items may be searched from the Campus Lost and Found web page.

## SERVICE ANIMALS

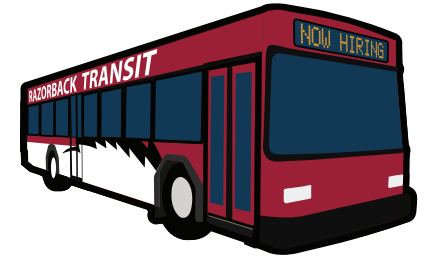
Razorback Transit Service Animal Information  
Razorback Transit allows all service animals according to the following criteria:

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, “service animal” is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.” DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Appendix D to Section 37.167 contains further important information on service animals. It is important to note that while the U.S. Department of Justice has amended the definition of “service animal” for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed. Therefore, members of the public may find that some service animals may no longer be considered service animals once they leave a transportation system.

\*Comfort Animals: DOT ADA regulations at 49 C.F.R. Section 37.3 define a service animal as an animal “individually trained to work or perform tasks for an individual with a disability.” If an animal’s only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal and would not be permitted on Razorback Transit vehicles.

## RIDER’S GUIDE

# RAZORBACK



# TRANSIT

Razorback Transit is the official transit service of the University of Arkansas. Razorback Transit is free to the public and visits the essential locations of Fayetteville and the UofA campus.

**[uark.passiogo.com](http://uark.passiogo.com)**



UNIVERSITY OF  
ARKANSAS

# BUS GUIDELINES

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.

## we ask that passengers...

- Wear a shirt, shoes, and pants 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.
- Not bring on board restricted items including used gasoline cans, car batteries, fireworks, guns, knives, tires, or any other object too large to fit between, or under, passenger 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.
- Use the front door for loading and the rear door for unloading. If possible.

## RESTRICTED ITEMS NOT ALLOWED

Used gasoline cans, car batteries, fireworks, guns, tires, or any other object that is potentially dangerous or too large to fit between passenger seats or block the aisles.

## ITEM CARRY POLICY

- Items such as grocery bags, backpacks, or other personal belongings that you can reasonably control in one trip are allowed to be brought onto the bus. All belongings must be kept under your control at all times within your personal space and/or seat space while keeping the aisle and other seats clear.

- Any cart/storage container (bags, ice chests, boxes, etc.) where the basket/holding compartment portion exceeds the size dimensions set forth as follows; (15” wide, 15” deep, 26” tall). All contents must be contained inside the basket/holding compartment. Bags or other items will not be allowed to be affixed to the outside of the cart while on the bus.

- Passengers with carts/containers must be seated in one of the inward-facing seats. The passenger must maintain control of the approved cart/container at all times while keeping the aisle and other seats clear. Passengers with approved carts/containers will not be allowed to sit in any forward-facing seat. The approved carts/storage container will not be secured by wheelchair securement devices.

- Disabled passengers utilizing a mobility device with an integrated basket or storage area must maintain their grocery bags and/or other belongings within the basket and may not have items affixed on the exterior of the basket or mobility device while on the bus. Mobility devices not equipped with a storage area and have affixed bags or other belongings to their device, must collect the bags/other belongings and maintain control of them while on the bus. This is required to ensure our ability to safely secure the mobility device in the wheelchair securement area. (If reasonable modifications are needed, please see the “Reasonable Modifications” section of this rider’s guide).

- Ensure skateboards are in the control of the owner and not stored on the floor of the bus.

- Ensure that you have collected all your belongings before you exit the bus.

- A person must be within 20 feet of a bus stop to be considered a potential passenger.



# FAQ

## How Can I Keep Track of My Bus?

Bus locations, active Bus Routes, and schedulesv can be found on our app: [Passio GO!](#) Available on Apple & Android and at [uark.passiogo.com](#).

## Why Did the Bus Leave Me?

A bus may not make a pick-up at a stop for a few reasons, such as: the bus is full to capacity, the bus is helping fill in for only a portion of the route to close gaps in service, or potential passengers were not with in 20ft of a stop. Make sure you are visible to the driver and waiting at the stop when the bus arrives.

## Why Was My Bus Off Schedule

Scheduled service frequency is approximate and may vary due to unusual traffic conditions or other circumstances beyond our control. If severe enough, we deploy or shift other buses to fill gaps in the route. Updates will be posted on the PassioGo App during such situations, in the notifications tab.

## Is There a Place to Leave Comments/Questions?

If you have any comments or questions about Razorback Transit services, our Passio GO! App and website offers a feedback feature from the drop-down menu. Just click Feedback and leave a question or comment in the appropriate category with the appropriate information.

# 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.

## What We Provide

- 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:**  
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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.