



# REGISTRATION PACKET



**MTED**  
**PO BOX 850137**  
**Mesquite, TX 75185-0137**



**MESQUITE TRANSPORTATION  
FOR THE ELDERLY AND DISABLED  
POLICIES AND PROCEDURES  
MANUAL**

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## CONTACT INFORMATION

### PHONE NUMBERS

**Dispatch Office** ..... **972-329-MTED (6833)**  
Transportation Coordinator (Supervisor) ..... 972-329-8337  
Community Services Department administration..... 972-329-8330  
Fax ..... 972-329-8340

### MAILING ADDRESS

MTED  
PO Box 850137  
Mesquite, TX 75185-0137

### PHYSICAL ADDRESS

City of Mesquite  
Community Services Building  
1616 North Galloway Avenue  
Mesquite, TX 75149

### ONLINE

Web site: <http://www.cityofmesquite.com/mted>  
E-mail: [mted@ci.mesquite.tx.us](mailto:mted@ci.mesquite.tx.us)

## **ABOUT MTED**

Mesquite Transportation for the Elderly and Disabled (MTED) is a limited-eligibility public transportation service operated by the City of Mesquite. MTED utilizes a fleet of fifteen paratransit buses to provide more than 37,000 trips each year to Mesquite residents. Any Mesquite resident over the age of 60 may use the MTED service. Service is also offered to Mesquite residents under the age of 60 who are certified by a medical professional as having a disability.

MTED destinations include job locations, educational facilities, non-emergency medical appointments, senior centers, and career-training facilities in Mesquite. MTED also provides service to non-emergency medical appointments in Balch Springs, Dallas, Garland, Seagoville and Sunnyvale.

Funding for MTED is provided through federal grants (49 U.S.C. 5307), state grants, and local contributions. General oversight is provided by the City of Mesquite Department of Housing and Community Services, the Texas Department of Transportation and the Federal Transit Administration (U.S. Department of Transportation).

The City of Mesquite also offers a complementary service for senior citizens called "Senior Alert." This program assists seniors with a variety of needs including prescription delivery. For more information, contact the Senior Alert coordinator at 972-329-8335.



## CUSTOMER INFORMATION

### A. ELIGIBILITY / MTED SERVICE AREA

MTED provides limited-eligibility, shared-ride public transportation services to Mesquite residents who are at least sixty (60) years old or who are disabled. MTED destinations include job locations, educational facilities, non-emergency medical appointments, senior centers, and career-training facilities in Mesquite. MTED also provides service to non-emergency medical appointments in Balch Springs, Dallas, Garland, Seagoville and Sunnyvale.

### B. REGISTERING FOR MTED SERVICE

All customers must register with the MTED dispatch office before being transported. Eligibility does not expire for permanently-disabled Mesquite residents. Customers must purchase an MTED identification card for \$2.00. Customers may obtain registration forms at the MTED dispatch office, from the City of Mesquite web site, or via mail or fax.

Mobility impaired visitors to the city as well as temporarily-disabled individuals are welcome to ride but must also be registered. Temporarily-disabled customers' status is determined through the same eligibility process as permanently-disabled customers, but eligibility is limited to a specific period of time. This eligibility period can be adjusted depending on circumstances. Visitors may present a valid paratransit identification card from another public transportation service, if available, as proof of disability. Otherwise, visitors must complete the regular registration process.

### C. USING THE MTED SERVICE

MTED is a demand-response curb-to-curb public transit system. Customers must contact the dispatch office at least two (2) business days in advance to schedule an appointment to ride MTED.

*Appointments are scheduled on a "first-come, first-serve" basis subject to time and space availability. Last-minute trips are sometimes available, but customers are strongly encouraged to schedule trips as far in advance as possible to ensure service (1-2 weeks in advance is recommended).*

The following chart provides brief summaries of key MTED policies. Complete explanations are provided on the following pages.

Key Terms and Policies	
Pick-up Time	The time a vehicle will arrive at the customer's location. This time is considered a request; the actual time will vary.
Appointment Time	The time the customer must be at their destination.
Return Trip	The trip from the customer's destination back to their home.
"No-show"	Failure of the customer to board the vehicle at the pick-up time. Two no-shows within 30 calendar days may result in suspension.

Cancellations	Must be received at least 1 hour prior to the pick-up time.
Will Call	A flexible return trip pick-up time. Will Call returns must contact the dispatch office before 4:30 p.m to request pick up. Will Call requests received after 4:30 will be charged a "No-show" even if MTED transports the customer.

1) **Service hours and days of operation**

MTED service is available from 6:00 a.m. to 6:00 p.m, Monday through Friday. The latest return trip each afternoon is 4:30 p.m. from out-of-town locations and 5:30 p.m. from Mesquite locations. Any pick-ups that are requested outside this time frame must receive approval from the dispatcher or transportation coordinator prior to being scheduled. For will-call customers, failure to contact the dispatch office before 4:30 p.m. to arrange a return trip will result in a no-show.

MTED operates reduced service (dialysis trips only) on Martin Luther King Day, Memorial Day, Independence Day, Labor Day, and the day after Thanksgiving. No service is operated on Thanksgiving Day, New Year's Day, or Christmas Day.

2) **Definition of curb-to-curb / Passenger assistance**

MTED service is provided curb-to-curb. Customers are picked up at the curb of their origin (usually a residence) and transported to the curb of their destination. Drivers are not permitted to assist customers from their house to the curb or into their destination. Drivers will assist customers from the curb into the vehicle and provide assistance to customers boarding and exiting the vehicle. This assistance is limited to the movement and placement of wheelchairs, scooters, walkers and canes and the general safety of the passenger. If a customer requires additional assistance, an attendant may ride with the customer free of charge. Other guests may ride MTED vehicles but must pay the appropriate fare if not providing assistance to the customer.

Customers with personal attendants or guests who will accompany them must notify the dispatcher when making reservations.

3) **Scheduling**

Requests for service may be made between 7:30 a.m. and 4:30 p.m. by contacting the dispatch office by phone at least two (2) business days prior to the desired pick-up time (e-mail requests are not accepted). *Requests are granted based on time and space availability.* If your first choice is not available, alternative times or dates will be offered.

Customers with recurring trips (same days and times) may schedule their trips on our subscription service. Subscription trips will be automatically added to the day's schedule, eliminating the need to constantly reschedule them.

When requesting a trip, please have the following information available.

- (a) Your name
- (b) Appointment date
- (c) Pick up address
- (d) Destination address
- (e) Appointment time
- (f) Number of passengers

An MTED vehicle will arrive within a thirty (30) minute ready-time window. Customers should watch carefully for the MTED vehicle to arrive. If your pick-up time is 9:15 a.m., the vehicle may arrive as early as 9:00 a.m. or as late as 9:30 a.m. However, once the MTED vehicle arrives, drivers will wait no more than five (5) minutes. If your requested pick-up time is 9:15 a.m. but the MTED vehicle arrives at 9:00 a.m., you have until 9:05 a.m. to board the vehicle.

If a customer does not board the vehicle on time, the driver may honk his horn, and the dispatch office will attempt to contact them by phone. If the dispatch office is unable to contact the customer, the driver will continue on their route. Customers who are not available at the time and location of their scheduled pick-up may receive a “no-show” (see no-show policy below).

Pre-scheduled return trips are strongly encouraged. Pre-scheduling your return trip will allow you to predict the arrival of the MTED bus and plan accordingly. If you are unsure when your appointment will be finished, you may schedule a Will Call return trip. Once you are ready to return home, call the dispatch office at 972-329-6833. The next available driver will be dispatched to transport you back home. Be aware that the waiting time can vary significantly depending on the time of day, your location and vehicle/driver availability. Will Call wait time may exceed two (2) hours, but every effort will be made to arrive as quickly as possible.

4) ***Boarding and Riding***

For the comfort and safety of everyone on board, customers are expected to follow instructions from MTED drivers at all times. No eating, drinking or smoking is allowed. Drivers cannot accept tips. Verbal or physical abuse of drivers or other passengers will not be tolerated. Violations of on-board policies may result in suspension or termination of services.

(a) ***Fares***

A ride coupon is required each time a customer boards the vehicle. Thus, a round-trip fare from the origin to the destination and back to the origin requires two ride coupons. Ride coupons are available only from the dispatch office; they may not be purchased from the driver. Ride coupons also may be purchased by mailing a check or money order to the dispatch office. The coupons will be delivered to the customer at their next scheduled pick-up or by mail. Ride coupons cost \$1.00 each or \$10.00 for

twelve coupons.

(b) *Identification*

All passengers must carry an MTED identification card when riding an MTED vehicle. You should be prepared to present the card to city officials if asked. Passengers who fail to present an MTED identification card may be denied future service until an identification card is obtained or presented. If you have lost your MTED identification card, contact the dispatch office to arrange for a new one. The first replacement card is free, and subsequent cards are \$2.00 each.

(c) *Passenger Securement*

To improve customer safety, MTED requires all passengers be properly secured in the vehicle. Seat belts must be worn at all times, and passengers are not allowed to stand or change seats while the bus is in operation.

Wheelchairs, scooters, and other wheeled mobility devices must be secured to the floor of the vehicle. When possible, customers are advised to relocate to a bus seat, but relocation is not required. Customers remaining on their mobility device must wear the provided seat belt/shoulder harness. Customers must face forward and be secured at all four corners of the frame of the device (never the wheels). When properly secured, the wheelchair or scooter will not move more than one inch in any direction. If you are not satisfied with your securements, inform your driver immediately.

The bus will not proceed on its route until all passengers are safely seated and secured.

(d) *Types of mobility aids and service animals*

The Americans with Disabilities Act (ADA) defines a "common wheelchair" as any mobility device that is no more than thirty (30) inches wide and forty-eight (48) inches long when measured two inches above the ground and which does not weigh more than six hundred (600) pounds when occupied. Although this standard is referred to as a "common wheelchair," the law applies to any mobility device, including wheelchairs, scooters, seated-walkers, etc. Customers using mobility devices that fall within these dimensions cannot be denied service because of size or type of mobility device. Customers using mobility devices that fall outside these specifications are still eligible to ride MTED but only if they are able to find an alternative mobility device which meets ADA guidelines.

Service animals are welcome aboard MTED vehicles.

5) ***Schedule changes and cancellations***

Changes to existing trips must be made no less than two (2) business days prior to the scheduled pick-up time and will be granted based on time and

space availability.

Cancellations must be received by the dispatch office at least one (1) hour prior to your scheduled pick-up time. If you are calling outside normal office hours or are unable to reach a dispatcher during normal office hours, please leave a message on our voicemail system with your name, phone number, and a brief message noting your cancellation request.

6) ***No-show policy***

If a cancellation notice is not reported to the dispatch office in a timely manner and the customer is not at the scheduled location at the scheduled time ready to be transported, the customer may be classified as a "no-show."

Customers with two (2) no-shows within thirty (30) calendar days may be suspended from MTED service for up to thirty (30) calendar days.

7) ***Notification of Suspension and Appeals***

Customers who have been suspended from MTED service will be notified according to the following schedule:

- (a) Suspensions resulting from violations of safety or security policies will be effective immediately. The transportation coordinator or department director will attempt to inform the customer by phone as soon as possible, and a written notification will be sent within two (2) business days.
- (b) All other suspensions will be effective once the customer has been contacted either by phone or by mail. A written notification will be sent within two (2) business days.

Suspension notifications will include a detailed explanation of the reason for suspension. Customers wishing to appeal the suspension should respond within 5 business days. Appeals will be reviewed by the department director, and customers will be informed of his decision within two (2) business days of receiving the appeal.

8) ***After-hours Phone Line***

If you are scheduled to be picked up after 4:30 p.m. and your bus is more than thirty (30) minutes late arriving at your location, you may call the MTED after-hours phone line. The after-hours phone line is accessed by dialing the main dispatch number and pressing "2" when prompted. The after-hours phone line is *NOT* to be used for scheduling new trips. Abuse of the after-hours phone line may lead to suspension of service.

9) ***Suggestions or Concerns***

Customers are encouraged to provide feedback. If you have a suggestion or concern regarding MTED personnel or service, please contact the MTED supervisor at 972-329-8337. All inquiries will receive a response within two (2) business days.

If you are unsatisfied with the supervisor's response, please contact the Director

of Community Services at (972) 329-8330.

10) ***Rights under Title VI***

MTED operates without regard to race, color, and national origin. If you would like additional information regarding MTED's nondiscrimination obligations, or if you wish to file a complaint against MTED, please contact the transportation coordinator at 972-329-8337.

## **PART 1 - REGISTRATION TYPE AND GENERAL INFORMATION**

### **\_\_\_\_\_ SENIOR CITIZEN (60 years of age or older)**

Complete Parts 1 and 2 of the form and provide proof of age (e.g., birth certificate, driver license, etc.). *Applications can not be processed without proof of age.*

### **\_\_\_\_\_ APPLICANT WITH DISABILITY (Under 60 years of age)**

Complete form in its entirety including a Disability Certification (Part 3) and the Verification and Release (Part 4). Any Application submitted without the Disability Certification signed by a Physician, Health Care Professional, Rehabilitation Professional, or Certified Educational Diagnostician to verify disability cannot be processed.

*All applicants must provide proof of residence (utility bill, driver license, etc.)*

#### **APPLICANT INFORMATION:**

NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ OTHER PHONE: \_\_\_\_\_

#### **EMERGENCY CONTACT INFORMATION:**

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ OTHER PHONE: \_\_\_\_\_

#### **MOBILITY DEVICE TYPE (CHECK ALL THAT APPLY)**

\_\_\_\_ CANE

\_\_\_\_ ELECTRIC WHEELCHAIR

\_\_\_\_ CRUTCHES

\_\_\_\_ POWER SCOOTER

\_\_\_\_ WALKER

\_\_\_\_ GUIDE DOG

\_\_\_\_ MANUAL WHEELCHAIR

\_\_\_\_ PERSONAL ATTENDANT

\_\_\_\_ OTHER: \_\_\_\_\_  
\_\_\_\_\_

***If you change the type of mobility device that you use,  
please inform us as soon as possible.***

## **PART 2 – LIABILITY RELEASE**

I, the undersigned as recipient or as the parent or guardian of a recipient, hereinafter referred to as dependent recipient, of the service provided by the City of Mesquite, Texas (City) through Mesquite Transportation for the Elderly and Disabled (MTED) of furnishing transportation to the elderly and disabled, and recognizing the possibility of accidents and injury to persons and property, including death, in such pursuit, do hereby agree, as a result of and in consideration of the privilege of being provided transportation through MTED, to assume any and all risks for myself or for the dependent recipient named below for whom I assert I have legal responsibility, and do hereby RELEASE, WAIVE, DISCHARGE AND COVENANT NOT TO SUE the City, their employees, officers, agents, sponsors and/or volunteers, hereinafter collectively referred to as releasees, for any and all loss and damage, and any claims or demands therefore on account of injury to person or property, including death, to myself or my dependent recipient named below, whether such is caused by the negligence of the releasees or otherwise while I or my dependent recipient are riding in, entering, or exiting an MTED vehicle or otherwise engaged in an activity related to the transportation provided by MTED.

I HEREBY, for myself or my dependent recipient, ASSUME FULL RESPONSIBILITY FOR THE RISK OF BODILY INJURY, DEATH OR PROPERTY DAMAGE due to the negligence of releasees, myself, dependent recipient, a third person or otherwise while being provided transportation and all activities connected thereto by MTED.

I HAVE READ AND VOLUNTARILY SIGN THIS RELEASE AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT and agree that no oral representations, statements, or inducements apart from the foregoing written agreement have been made.

I HAVE READ THIS AGREEMENT AND UNDERSTAND THAT IT IS A RELEASE OF ALL CLAIMS AND VOLUNTARILY SIGNED MY NAME THERETO AS EVIDENCE OF MY ACCEPTANCE OF THE ABOVE PROVISIONS.

*PLEASE PRINT OR TYPE*

**APPLICANT NAME:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY, STATE, ZIP:** \_\_\_\_\_

**APPLICANT SIGNATURE:** \_\_\_\_\_

I, as parent or guardian or recipient, authorize to City and MTED, their employees, officers, agents, sponsors, and/ or volunteers to obtain emergency medical treatment for the recipient should an apparent need for this treatment arise.

**PARENT OR GUARDIAN:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY, STATE, ZIP:** \_\_\_\_\_

**PARENT OR GUARDIAN SIGNATURE:** \_\_\_\_\_

### **PART 3 – DISABILITY CERTIFICATION (FOR UNDER-60 ONLY)**

*---This section to be completed by Health Care Provider---*

**PLEASE PRINT OR TYPE**

An individual under 60 years of age requesting service from MTED must be transportation-restricted by virtue of a physical or mental disability as defined by the Americans with Disabilities Act.

Applicant's Name: \_\_\_\_\_

Is this applicant transportation-restricted as described above?

Yes \_\_\_\_\_ No \_\_\_\_\_

Medical diagnosis of condition causing disability:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is this condition permanent? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, expected duration \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Does this patient require an attendant to be safely transported?

Yes \_\_\_\_\_ No \_\_\_\_\_ Comments: \_\_\_\_\_

The above information was provided by: (circle one)

Physician	Rehabilitation Professional
Health Care Professional	Certified Educational Diagnostician

NAME: \_\_\_\_\_

OFFICE ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

If you have any questions concerning this application, please call the  
MTED Office at (972) 329-6833.

## **PART 4 – VERIFICATION AND RELEASE OF INFORMATION**

In order for MTED to complete your registration, it may be necessary to contact the physician or other health care professional that provided the information for Part III of this application.

The Physician/HealthCare Professional/ Rehabilitation Professional/ Certified Educational Diagnostician named in Part III of this application provided information concerning my disability and is authorized to provide any additional information that MTED may require to complete or maintain this certification.

I verify that the above information is true and correct to the best of my knowledge. I also authorize MTED and City of Mesquite personnel to obtain verification of any information given in this application and to obtain pertinent medical information necessary for clarification of ridership eligibility. Furthermore, I agree to read, understand, and abide by all MTED and City of Mesquite policies related to receiving MTED service.

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**APPLICANT'S SIGNATURE**

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**DATE SIGNED**