



August 7, 2014

TO: REGIONAL PUBLIC TRANSPORTATION COORDINATION
STEERING COMMITTEE (RPTCSC) MEMBERS

PRESIDENT
GLENN JOHNSON
Mayor
City of Port Neches

FROM: BOB DICKINSON, DIRECTOR
TRANSPORTATION & ENVIRONMENTAL RESOURCES

1st VICE-PRESIDENT
FRED WILLIAMS
Mayor
City of Kountze

SUBJECT: DRAFT TRANSIT TRAINING PROGRAM POWERPOINT
PRESENTATION

2nd VICE-PRESIDENT
KIRK ROCCAFORTE
Mayor
City of Bridge City

Public involvement efforts conducted as part of the development process for the Updated South East Texas Regional Public Transportation Coordination Plan (RPTCP) identified a lack of transit knowledge and skills as a primary need in southeast Texas. Due to insufficient transit skills, individuals who rely on public transportation or who are at risk of relying on public transportation are unable to access and use the services that they need. To address this need, Task 2 of the RPTCP FY 2014 Work Plan includes the development of a Transit Training Program for southeast Texas.

3rd VICE-PRESIDENT
EDDIE ARNOLD
Commissioner
Jefferson County

TREASURER
CHRIS KIRKENDALL
Commissioner
Hardin County

SECRETARY
DAVID DUBOSE
Commissioner
Orange County

Along with a Transit Training Program for southeast Texas, the SETRPC developed a Transit Training Program PowerPoint Presentation, which is the first instructional material for use for transit training purposes. The PowerPoint presentation includes information regarding all three major public transportation providers in southeast Texas – Beaumont Municipal Transit, Port Arthur Transit, and South East Texas Transit – as well as the sub-providers. The presentation can be presented as a whole or in parts for targeted training to transit users who only need help using one service provider.

LEGAL COUNSEL
LANCE BRADLEY
Attorney at Law

The Transit Training Program PowerPoint Presentation teaches potential transit users how to access and use transit services, including steps such as finding their routes, reading timetables, paying fares, purchasing bus passes, planning a trip, and other related transit skills.

EXECUTIVE DIRECTOR
SHAUN P. DAVIS
sdavis@setrpc.org

Please see the attached Draft Transit Training Program PowerPoint Presentation for your review and consideration. If any questions arise, please feel free to contact Bob Dickinson, Director, Transportation and Environmental Resources Division at (409) 899-8444, ext. 7520.

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Enclosure

Take a Ride:

How to Access and Use Public Transportation
Service in Southeast Texas



Topics We Will Cover:

- Transit Services Available in Southeast Texas
- How to Use Transit Services in Southeast Texas
- Useful Transit Skills
- How to Read Routes and Schedules
- How to Pay Fares and Purchase Passes
- How to Find Your Bus Route and Bus Stop
- Transit FAQ



Available Transit Services



- Beaumont:
 - Beaumont Municipal Transit (BMT) – A Fixed-Route Service with designated routes and stops
- Port Arthur:
 - Port Arthur Transit (PAT) – A Fixed-Route Service with designated routes and stops
- Rural Hardin County
 - South East Texas Transit (SETT)/Nutrition and Services for Seniors (NSS) – A Demand-Response Service requiring 24-hour advance notice that connects riders to locations throughout southeast Texas
- Orange County
 - South East Texas Transit (SETT)/Orange County Transportation (OCT)/Orange Community Action Association (OCAA) – A Demand-Response Service requiring 24-hour advance notice that connects riders to locations throughout southeast Texas
- Rural Jefferson County/Mid-County
 - South East Texas Transit (SETT)/Nutrition and Services for Seniors (NSS) – A Demand-Response Service requiring 24-hour advance notice that connects riders to locations throughout southeast Texas (Available only to seniors and persons with disabilities)

Fixed-Route and Demand-Response Services

Fixed-Route Service

- Operates along set routes that do not deviate
- Stops at designated bus stops to pick up and drop off riders
- Individuals do not need to provide advance notice when using the service
- Riders are limited to locations on or near the official routes
- Routes follow timetables created by the service provider

Demand-Response Service

- Schedules rides to and from specific locations
- Individuals call in to schedule a ride
- Provides curb-to-curb, door-to-door, or door-through-door service
- Does not follow a set route or timetable
- Advance notice is usually required when scheduling rides
- Buses will pick up several passengers before dropping them off at their requested destinations

Beaumont Municipal Transit (BMT)

- Serves Beaumont
- Operates along 10 designated routes (Fixed-Route)
- Operates Mon-Fri - 6:00 AM to 9:30 PM/Sat - 7:30 AM to 9:30 PM
- All Buses are Wheelchair Accessible
- **Call 409-835-7895** for information (Mon-Fri from 8:00 AM to 9:30 PM)

Port Arthur Transit (PAT)

- Serves Port Arthur
- Operates along 11 designated routes (Fixed-Route)
- Operates Mon-Fri – 6:15 AM to 6:15 PM on Routes 1-8 and 7:45 AM to 5:45 PM on Routes 9-11 (No Saturday, Sunday, or Holiday Service)
- All buses are wheelchair accessible
- Call **409-983-8767** for information

South East Texas Transit (SETT)/Nutrition and Services for Seniors (NSS) – Rural Hardin County

- Service is provided by Nutrition and Services for Seniors (NSS)
- Serves Rural Hardin County (Excludes Lumberton)
- Schedules rides to locations within the county and to Beaumont, as long as they originate in Rural Hardin County (Demand-Response)
- Provides curb-to-curb service
- Anyone is eligible to use the service, regardless of age, income, etc
- Operates Mon-Fri – 8:00 AM to 4:00 PM
- All buses are wheelchair accessible
- 48-Hour notice is required when scheduling rides
- **Call 409-892-0979** for information

SETT/NSS – Mid-Jefferson County

- Service is provided by Nutrition and Services for Seniors (NSS)
- Serves Rural Mid-Jefferson County, including Groves, Port Neches, and Nederland
- Schedules rides to locations with Jefferson County, including Mid-County, Beaumont, and Port Arthur
- Provides curb-to-curb service
- Service is available to seniors and persons with disabilities
- Operates Mon-Fri – 8:00 AM to 4:00 PM
- All buses are wheelchair accessible
- 48-Hour notice is required when scheduling rides
- Call **409-892-0979** for information

SETT/Orange County Transportation (OCT) – Orange County

- Service is provided by Orange County Transportation (OCT) and Orange Community Action Association (OCAA)
- Serves Orange County
- Schedules rides to locations within the county, to Beaumont, and to Port Arthur
- Provides curb-to-curb service
- Anyone is eligible to use the service, regardless of age, income, etc
- Operates Mon-Fri – 7:00 AM to 4:00 PM
- All buses are wheelchair accessible
- 48-Hour notice is required when scheduling rides
- **Call 409-745-9511** for information

SETT/Orange Community Action Association (OCAA) – Orange County

- Service is provided by Orange Community Action Association (OCAA)
- Serves the City of Orange
- Schedules rides to locations within the county (Demand-Response)
- Provides curb-to-curb service
- Anyone is eligible to use the service, regardless of age, income, etc
- Operates Mon-Fri – 7:00 AM to 4:00 PM
- All buses are wheelchair accessible
- 48-Hour notice is required when scheduling rides
- Call **409-886-8348** for information

Take a Ride: Getting Started

- Step One: Find your service provider.
 - Where do you live?
 - Which service provider operates in your area?
- Step Two: Figure out if your service provider offers fixed-route or demand-response service.
 - Do you need to figure out which routes serve your starting point and destination?
 - Do you need to call and schedule a ride?
- Step Three: Choose a starting location.
- Step Four: Select your destination.

Take a Ride: BMT

- 1) Find your starting location on a BMT route.
- 2) Choose a location for your destination.
- 3) Find your destination on a BMT route or Find the closest location to your destination.

Take a Ride: BMT

- 4) Determine from the timetable provided by BMT what time the bus will come by your starting location.
- 5) Use the timetable to find out the time that your bus will pass by your destination.
- 6) If you will need to transfer routes, then you will need to find your transfer station. Once you find your transfer station, check the timetable to find the time you arrive to the transfer station from your starting point and the time that your second bus will pick you up at the transfer station to take you to your destination.

Take a Ride: BMT

- 7) Wait for the bus at a designated bus stop.
- 8) When the bus picks you up, you can ask the driver any questions you may have about how to get to your destination. Inform the driver if you need a transfer when you are paying your fare.
- 9) Take a seat and enjoy the ride.
- 10) When you are nearing your destination, pull the cord to notify the driver.

How to Read BMT Timetables

MONDAY THRU FRIDAY

OUTBOUND From Downtown		INBOUND To Downtown		
Dannenbaum Station	Leight & Magnolia	Helbig & Maida	Leight & Magnolia	Dannenbaum Station
—	—	—	—	—
6:00 am	6:12 am	6:30 am	6:48 am	7:00 am
6:45	6:57	7:15	7:33	7:45
7:30	7:42	8:00	8:18	8:30
8:15	8:27	8:45	9:03	9:15
9:00	9:12	9:30	9:48	10:00
9:45	9:57	10:15	10:33	10:45
10:30	10:42	11:00	11:18	11:30
11:15	11:27	11:45	12:03 pm	12:15 pm
12:00 pm	12:12 pm	12:30 pm	12:48	1:00
12:45	12:57	1:15	1:33	1:45
1:30	1:42	2:00	2:18	2:30
2:15	2:27	2:45	3:03	3:15
3:00	3:12	3:30	3:48	4:00
3:45	3:57	4:15	4:33	4:45
4:30	4:42	5:00	5:18	5:30
5:15	5:27	5:45	6:03	6:15
6:00	6:12	6:30	6:48	7:00
6:45	6:57	7:15	7:33	7:45
7:30	7:42	8:00	8:18	8:30
8:30	8:42	9:00*	9:18	9:30

HOW TO USE THIS SCHEDULE

A → 1 MAGNOLIA

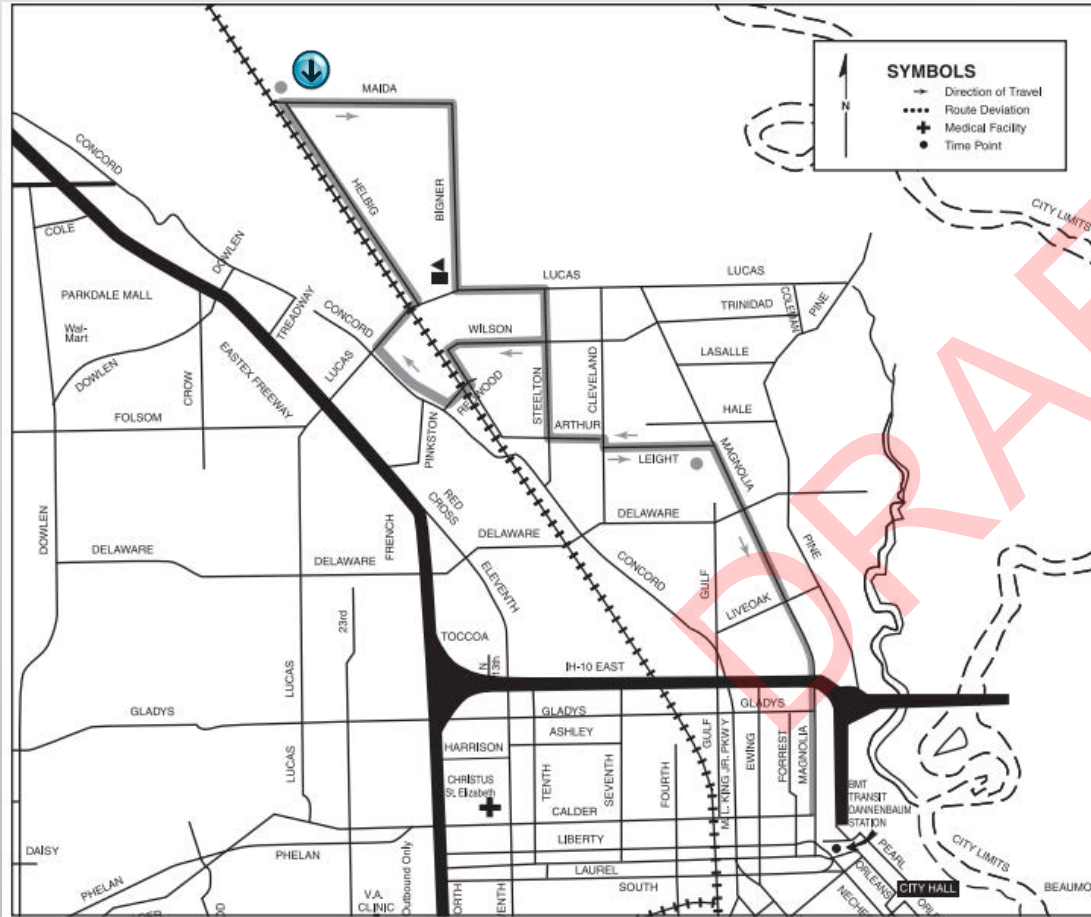
OUTBOUND From Downtown		INBOUND To Downtown		
Dannenbaum Station	Leight & Magnolia	Helbig & Maida	Leight & Magnolia	Dannenbaum Station
6:00 am	6:12 am	6:30 am	6:48 am	7:00 am
6:30	6:42	7:00	7:18	7:30
7:00	7:12	7:30	7:48	8:00
7:30	7:42	8:00	8:18	8:30

- A** — Shows how to identify proper bus. This illustration shows the bus headsign.
- B** — Shows the direction of the trip. Trips away from downtown are on the left side and toward downtown are on the right side.
- C** — Times Points marked by - on map and are colored to match the route schedule.
Columns above list the times buses are scheduled to leave that stop. Note time points to estimate arrival time at your stop. Time points are for reference and DO NOT represent the only places that the bus will stop. Buses stop only at locations designated by bus stop signs.
- D** — Read across left to right to plan your trip. For instance, board at Laurel and Magnolia at 8:00 to arrive at Helbig and Maida at 8:30.

How to Find Your BMT Route

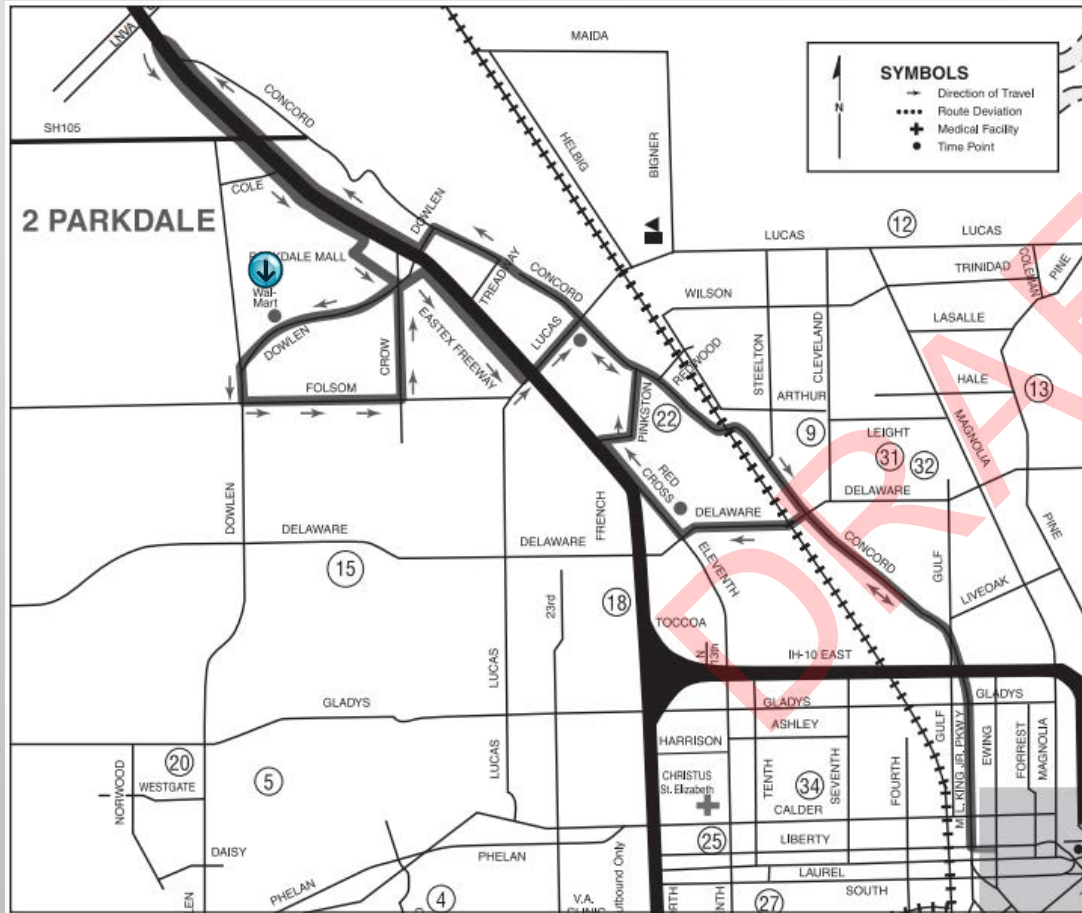
- 1) Figure out where you will start your ride.
- 2) Use the BMT route handouts that are available on the BMT website or at the BMT offices. www.beaumonttransit.com
- 3) Look at the maps on each handout to find your location. Use the route names to begin your search. For example, if you live near College Street, then you would start with the College Street Route map.
- 4) If you have access to the internet, use Google Maps to find your location compared to major streets and landmarks that may be depicted on the BMT maps.
- 5) Once you have found your starting point on a route, repeat the steps for your designation.

Example: Planning a Trip with BMT – Northridge Manor Apartments to Wal-Mart



Step One: Find Northridge Manor Apartments (your starting point) on the BMT route map. Google Maps can help. Northridge Manor Apartments are located on Maida near Helbig, putting them on the Magnolia Route (#1).

Example: Planning a Trip with BMT – Northridge Manor Apartments to Wal-Mart



Step Two: Find Wal-Mart (your destination) on the BMT route map. Google Maps can help. Wal-Mart is located on Dowlen Road and is served by the Parkdale Route (#2).

Step Three: Determine if you will need a transfer. Because your starting point and destination are on two different routes, you will need to transfer from one route to another.

Step Four: If you need to transfer, find your transfer station. For a trip from Northridge Manor Apartments to Wal-Mart, you will transfer at the downtown Dannenbaum Station.

Example: Planning a Trip with BMT – Northridge Apartments to Wal-Mart

MONDAY THRU FRIDAY

OUTBOUND From Downtown		INBOUND To Downtown		
Dannenbaum Station	Leight & Magnolia	Helbig & Maida	Leight & Magnolia	Dannenbaum Station
—	—	—	—	—
6:00 am	6:12 am	6:30 am	6:48 am	7:00 am
6:45	6:57	7:15	7:33	7:45
7:30	7:42	8:00	8:18	8:30
8:15	8:27	8:45	9:03	9:15
9:00	9:12	9:30	9:48	10:00
9:45	9:57	10:15	10:33	10:45
10:30	10:42	11:00	11:18	11:30
11:15	11:27	11:45	12:03 pm	12:15 pm
12:00 pm	12:12 pm	12:30 pm	12:48	1:00
12:45	12:57	1:15	1:33	1:45
1:30	1:42	2:00	2:18	2:30
2:15	2:27	2:45	3:03	3:15
3:00	3:12	3:30	3:48	4:00
3:45	3:57	4:15	4:33	4:45
4:30	4:42	5:00	5:18	5:30
5:15	5:27	5:45	6:03	6:15
6:00	6:12	6:30	6:48	7:00
6:45	6:57	7:15	7:33	7:45
7:30	7:42	8:00	8:18	8:30
8:30	8:42	9:00*	9:18	9:30

Step Five: Look at the timetable for the Magnolia Route (#1) to figure out what time your bus will come by your bus stop. Northridge Manor Apartments are near the bus stop at Helbig and Maida, so you will select the time that works best for you. Remember to factor in your transfer and your return trip when choosing a time to begin your trip.

For the purposes of this trip, we can select 8:00 AM. You will need to arrive at the bus stop at least five minutes before your bus is expected to arrive.

Step Six: Check the timetable to find out what time the bus will arrive at the Dannenbaum Station. In this case, the 8:00 AM bus will arrive at the Dannenbaum Station at 8:30 AM.

Example: Planning a Trip with BMT – Northridge Apartments to Wal-Mart

MONDAY THRU FRIDAY				
OUTBOUND From Downtown		INBOUND To Downtown		
Dannenbaum Station	Anderson & US 69	Dowlen @ Wal-Mart	Concord & Lucas	Dannenbaum Station
6:00 am	6:12 am	6:30 am	6:42 am	7:00 am
6:30	6:42	7:00	7:12	7:30
7:00	7:12	7:30	7:42	8:00
7:45	7:57	8:15	8:27	8:45
8:15	8:27	8:45	8:57	9:15
8:45	8:57	9:15	9:27	9:45
9:30	9:42	10:00	10:12	10:30
10:00	10:12	10:30	10:42	11:00
10:30	10:42	11:00	11:12	11:30
11:15	11:27	11:45	11:57	12:15 pm
11:45	11:57	12:15 pm	12:27 pm	12:45
12:15 pm	12:27pm	12:45	12:57	1:15
1:00	1:12	1:30	1:42	2:00
1:30	1:42	2:00	2:12	2:30
2:00	2:12	2:30	2:42	3:00
2:45	2:57	3:15	3:27	3:45
3:15	3:27	3:45	3:57	4:15
3:45	3:57	4:15	4:27	4:45
4:30	4:42	5:00	5:12	5:30
5:00	5:12	5:30	5:42	6:00
5:30	5:42	6:00	6:12	6:30
6:15	6:27	6:45	6:57	7:15
6:45	6:57	7:15	7:27	7:45
7:15	7:27	7:45	7:57	8:15
8:00	8:12	8:30 *	8:42	9:00
8:30	8:42	9:00 *	9:12	9:30

Step Seven: Look at the timetable for the Parkdale Route (#2) to figure out what time your bus will leave the Dannenbaum Station outbound toward your destination. The next bus leaving the Dannenbaum station after 8:30 AM will depart at 8:45 AM.

Step Eight: Check the timetable to find out when your bus will arrive at your destination. Wal-Mart has its own bus stop. Your bus will arrive at the Wal-Mart bus stop at 9:15 AM.

Congratulations! You just planned a trip on BMT!

How to Pay Your Fare on BMT

- Find Your Fare:
 - Discounted fares are available for seniors, youths, children, and individuals with disabilities
- Three Ways to Pay Your Fare:
 - Pay exact cash when boarding the bus
 - Buy a monthly, weekly, or daily pass
 - Buy a book of tickets
- Individuals with Disabilities:
 - Identification cards enabling the carrier to get reduced fare if he/she has a disability are available at the BMT office on Milam (see below)
- Buy Passes and Tickets:
 - Beaumont Municipal Transit: 500 Milam Street
 - Central Collections in Beaumont City Hall: 801 Main Street

FARES

PLEASE HAVE EXACT FARE READY. BUS OPERATORS DO NOT CARRY CHANGE.

Adults \$1.50

Senior Citizens (65 years and older, and persons with Medicare Card) \$.75

Disabled (w/ BMT ID) \$.75

Youth (ages 6 to 18) \$.75

Children (under 6 , with adult fare, limit 3 children per fare-paying adult) FREE

Transfers \$. 25

PASSES

Monthly passes may be purchased at the following locations:

* Beaumont Municipal Transit, 500 Milam Street

* Central Collections, Beaumont City Hall, 801 Main Street

Monthly / adult \$40

Monthly / seniors \$30

Monthly / disabled \$30

Monthly / youth \$30

Transfers on BMT

- Transfers allow riders to **switch bus routes** when they take a trip between two points that are not on the same route.
- Ask the bus driver for a transfer **when you board the bus.**
- Transfers cost 25¢
- Transfers are only issued for a one-way continuous trip and will not apply during a return trip.
- Transfers can be used at all bus stops in Downtown Beaumont, at the Dannenbaum Station, and anywhere routes cross or share the same bus stop.

BMT Special Transit

- Special transit services are available to better serve individuals with disabilities who are unable to use regular fixed-route services.
- Door-Through-Door special transit service is available to individuals with disabilities if they qualify under the Americans With Disabilities Act (ADA).
- Individuals who believe that may qualify for special transit can call 409-835-7895 for information on eligibility or to purchase a pass.
- Fares for special transit are \$80 for a monthly pass or \$2.50 for a single ride.

Take a Ride: PAT

- 1) Find your starting location on a PAT route.
- 2) Choose a location for your destination.
- 3) Find your destination on a PAT route or Find the closest location to your destination.
- 4) Determine whether or not your routes cross paths.

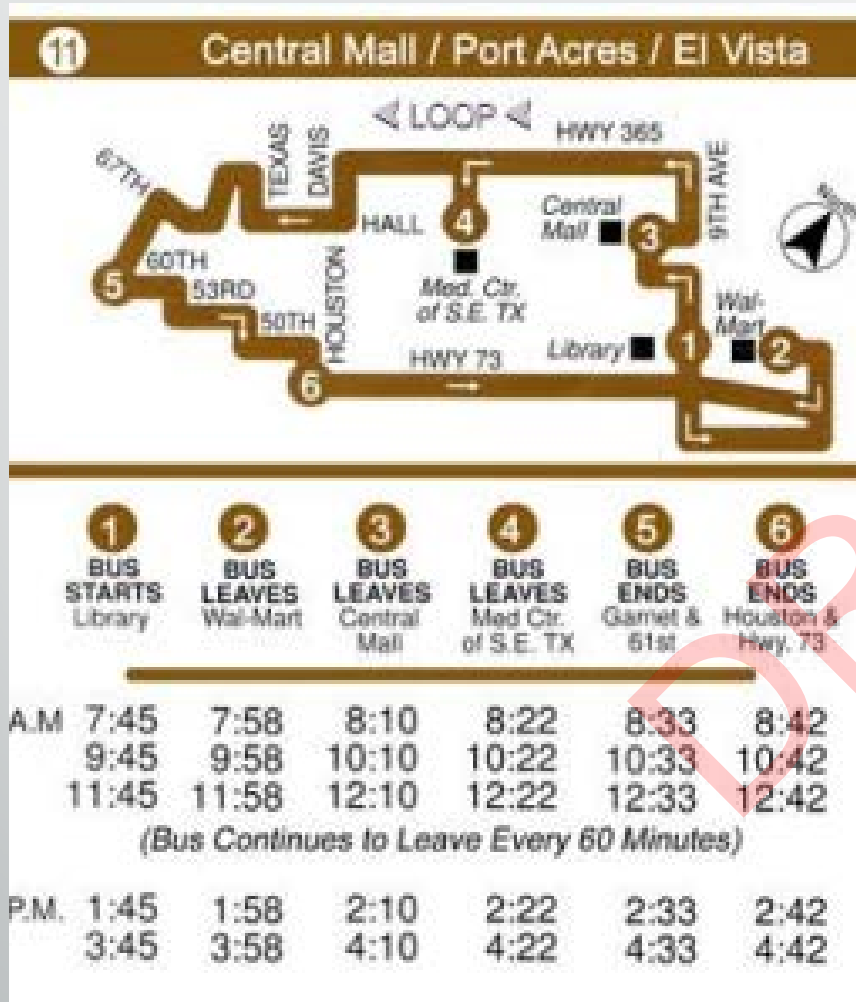
Take a Ride: PAT

- 5) If your routes do not cross paths, then you will need to identify the route you will use to connect to the route you need.
- 6) Locate the timetables for each route you will travel to determine what time the bus will be stopping at your starting location. Remember to allow time for transfers (if needed) and a return trip.
- 7) Use the timetables to find out the time that your bus will pass by your destination (or your connecting route if needed).

Take a Ride: PAT

- 8) Wait for the bus at a designated bus stop.
- 9) When the bus picks you up, you can ask the driver any questions you may have about how to get to your destination. Inform the driver if you need a transfer when you are paying your fare. If you are transferring at the Downtown Transfer Terminal then your transfer is free.
- 10) Take a seat and enjoy the ride.
- 11) When you are nearing your destination, pull the cord or push the yellow strip to notify the driver to stop.

How to Read PAT Timetables



Step One: Find the timetable for your route. This timetable is for Route 11.

Step Two: Look at the numbered bus stops listed on the timetable and choose the one that is closest to your location. For example, if you were leaving Central Mall, then you would look at the times under the 3.

Step Three: Choose the time that best works for you. For example, if you were leaving Central Mall at 10 AM, then you would catch the bus at 10:10 AM at the Central Mall bus stop.

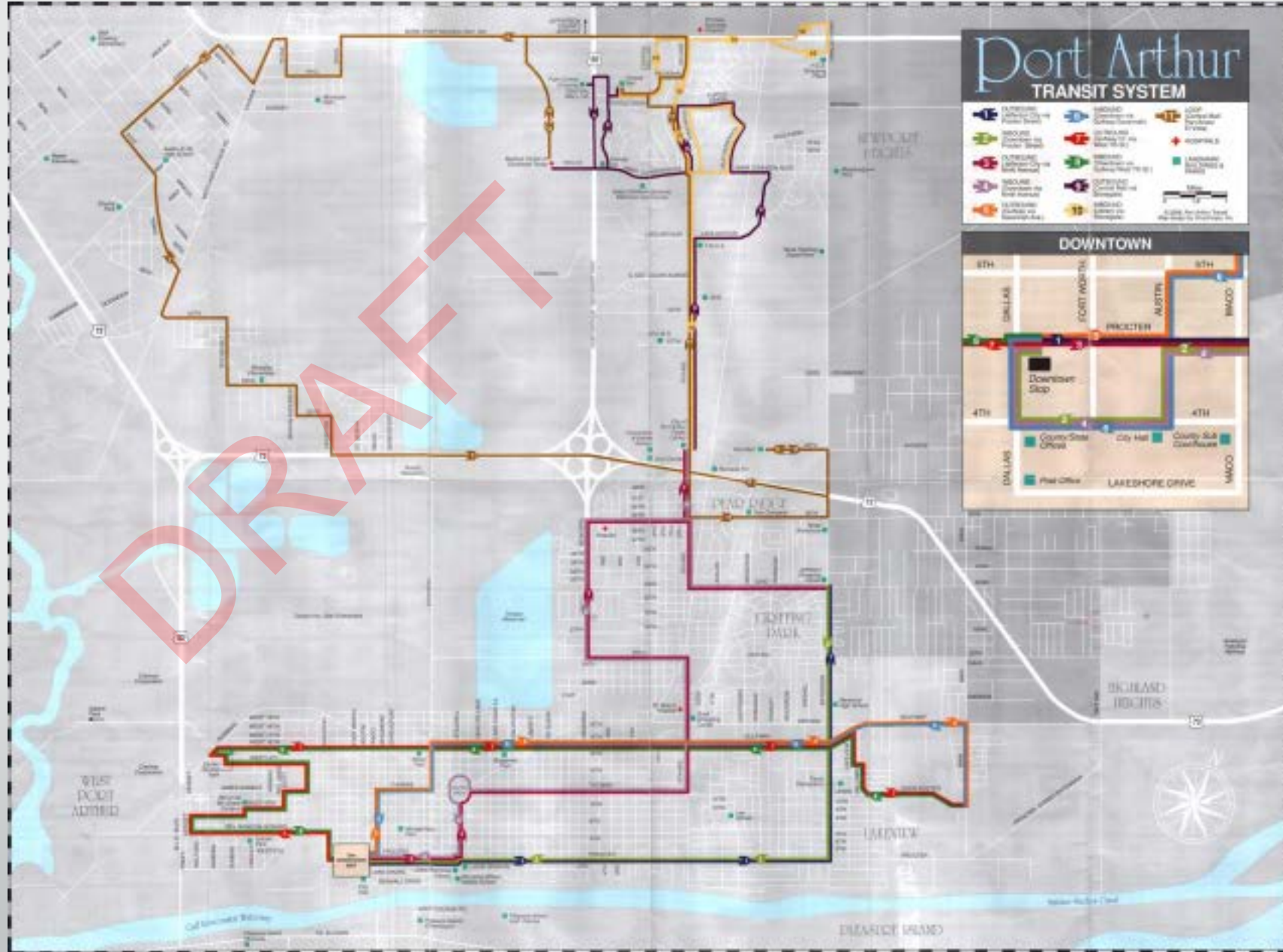
How to Find Your PAT Route

Step One: Find your desired location on the map.

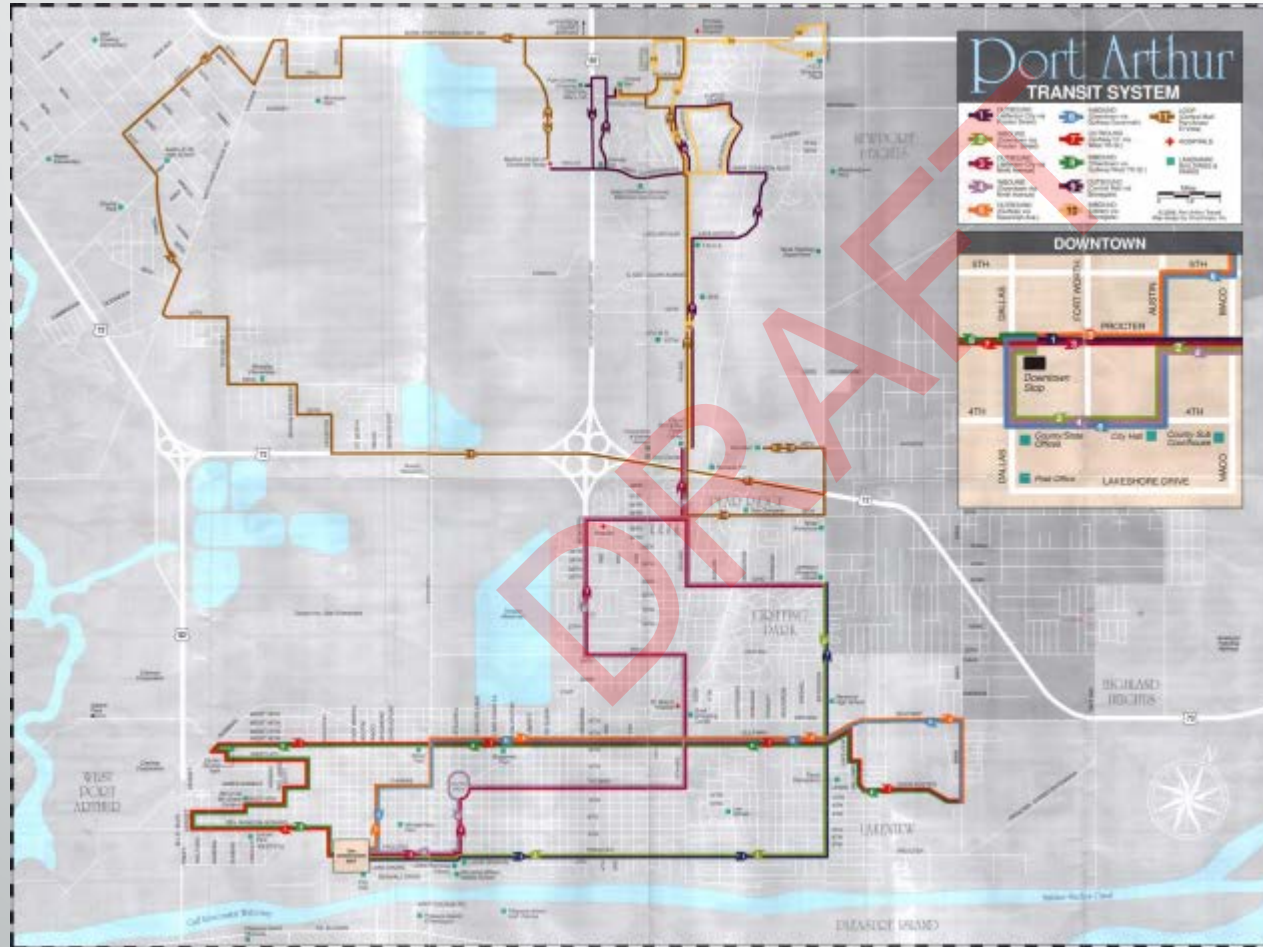
Step Two: Look at the color-coded routes to see which route or routes pass/es by your location.

Step Three: Determine which route is going in the direction in which you will be travelling.

This is your route!



Planning a Trip with PAT – Lakeview Palms to Wal-Mart



Step One: Find your starting point on the map. (Lakeview Palms)

Step Two: Figure out which route you are on. Lakeview Palms is served by Routes 5 and 6.

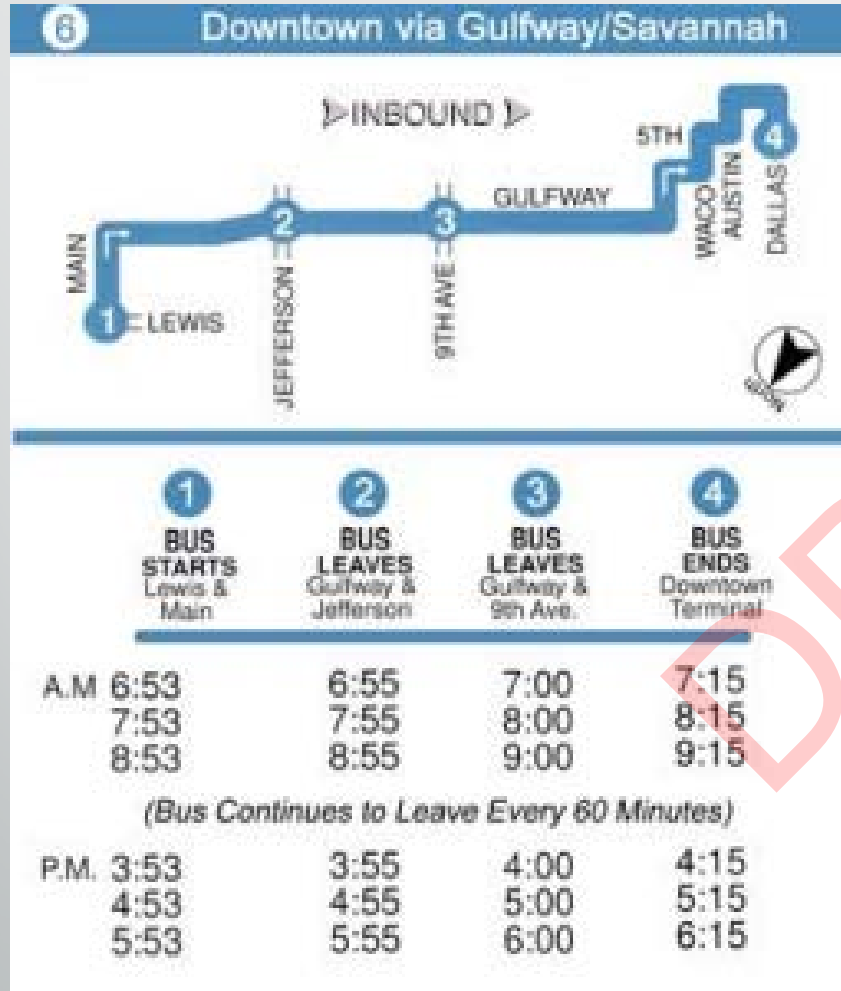
Step Three: Decide which route is going in the direction moving toward your destination. Route 6 is going in the correct direction.

Step Four: Find your destination point on the map. (Wal-Mart on Memorial)

Step Five: Figure out which route your destination is on. Wal-Mart is on route 11.

Step Six: If needed, determine which route you will use as a transfer route. Because routes 6 and 11 do not cross, the trip would require a transfer to route 3 via the Downtown Transfer Terminal.

Planning a Trip with PAT – Lakeview Palms to Wal-Mart



Step Seven: Consult the timetables for your first route. The bus stop that is located in front of Lakeview Palms is between stops 1 and 2 on the timetable, so the bus will pass by the stop sometime between 7:53 AM and 7:55 AM. You should arrive at the bus stop 5-10 minutes in advance.

Step Eight: Find the time that your bus will arrive at the Downtown Transfer Terminal. In this case, your bus would arrive at 8:15 AM.

Planning a Trip with PAT – Lakeview Palms to Wal-Mart



Step Nine: Check the timetable for Route 3 to find out when the next bus will be leaving. The next bus leaves at 8:15 AM, so you would need to immediately transfer.

Step Ten: Because Route 3 overlaps with Route 11 at the Library, check the timetable to determine what time the bus will arrive at the library for your transfer. The bus stops at the Library (stop 5) at 8:45 AM.

Planning a Trip with PAT – Lakeview Palms to Wal-Mart



Step Eleven: Look at the timetable for Route 11 and find out what time the bus will be departing from the library. The bus will leave at 9:45 AM.

Step Twelve: Check the timetable to find out what time you will arrive at Wal-Mart. The bus will stop at Wal-Mart (stop 2) at 9:58 AM.

How to Pay Your Fare on PAT

- Find Your Fare:
 - Discounted fares are available for seniors, youths, children, and individuals with disabilities

- Three Ways to Pay Your Fare:
 - Pay exact cash when boarding the bus
 - Buy a monthly, weekly, or daily pass
 - Buy a book of 20-Ride tickets

- Buy Tickets:
 - PAT Downtown Office: 320 Dallas Avenue

Fare Information

Fares are exact change only; drivers are unable to provide change.

\$1.00	Adults (ages 13-64)
.50	Senior Citizens(65 years or older)
.50	Medicare Card Holders
.50	Persons with Disabilities
.50	Children (ages 5-12)
.50	Zone Transfers
.50	Route Transfers

Children under 5 years of age ride free when accompanied by a paying fare.

If you have any questions or need any more information about Port Arthur Transit, call 983-8767.

PAT Special Transit

- Special transit services are available to better serve individuals with disabilities and the elderly who are unable to use regular fixed-route services.
- Door-to-Door special transit service is available to the elderly and to individuals with disabilities if they qualify under the Americans With Disabilities Act (ADA).
- Eligible individuals will need to apply for Special Transit and have a Doctor sign off on their need for Special Transit.
- Individuals who believe they may qualify for PAT Special Transit service can call 409-983-8794 for information on eligibility.

Take a Ride: SETT/NSS Rural Hardin County

- Step One: Find the address and phone number for your destination.
- Step Two: Contact NSS at 409-892-0979 at least 48-hours in advance. Because rides book up, it's best to make an early reservation.
- Step Three: Fill out a green sheet. You will need to fill out a green sheet prior to using the services offered by NSS.
- Step Four: Set your ride appointment with NSS. Provide them with the address and phone number of both your starting location and your destination. When you schedule your ride, remember to schedule your return trip.
- Step Five: Be ready to board the bus at your appointment time.

Take a Ride: SETT/NSS Mid-Jefferson County

- Step One: Find the address and phone number for your destination.
- Step Two: Contact NSS at 409-892-0979 at least 48-hours in advance. Because rides book up, it's best to make an early reservation.
- Step Three: Fill out a green sheet. You will need to fill out a green sheet prior to using the services offered by NSS.
- Step Four: Set your ride appointment with NSS. Provide them with the address and phone number of both your starting location and your destination. When you schedule your ride, remember to schedule your return trip.
- Step Five: Be ready to board the bus at your appointment time.

Take a Ride: SETT/OCT-Orange County

- Step One: If you are using OCT to travel to Beaumont or Port Arthur, remember to plan your trip for a day that OCT offers rides to Beaumont and Port Arthur.
- Step Two: Find the address and phone number for your destination.
- Step Three: Contact OCT at 409-745-9511 at least 24-hours in advance to schedule your ride appointment. Provide OCT with your name, address, phone number, date of birth, and whether or not you have a disability. You will also provide the address and phone number for your destination.
- Step Four: Be ready to board the bus at your appointment time.

Take a Ride: SETT/OCAA-Orange County

- Step One: Find the address and phone number for your destination.
- Step Two: Contact OCAA at 409-886-8348 at least 24-hours in advance to schedule your ride appointment. Provide OCAA with your name, address, phone number, date of birth, and whether or not you have a disability. You will also provide the address and phone number for your destination.
- Step Three: Be ready to board the bus at your appointment time.

Take a Ride: Helpful Hints

- No ID is required when using any of the public transportation services available in southeast Texas – **No one will ask for your ID**
- When paying cash for your fares, **always carry your exact fare**. Bus drivers do not carry change.
- **Have your fare ready** when boarding the bus.
- If you have access to a computer with internet services, **use google maps to help plan your trip**. You can look for landmarks, streets near your location, and the shape of streets, blocks, or neighborhoods to help you find your start and end points.
- Remember that **you only have to find the route for a location once**. Write down the route numbers for your starting location and your common destinations.

Take a Ride: Helpful Hints

- Never cross the street in front of a bus. Wait for the bus to leave the bus stop.
- Don't chase a bus that has left your stop. If the bus has already pulled away from or has passed a bus stop it cannot stop for you.
- Hold onto children when waiting for the bus, boarding the bus, exiting the bus, and walking away from the bus stop.
- Plan ahead in case of delays.
- Buses on the BMT and PAT routes only stop at designated bus stops.
- Service providers are happy to help you with your mobility needs. Para-transit and accessible service is available through each service provider.