

## What is SHARP Lines?

SHARP Lines is your local and reliable transportation option! We're a shared ride, public transit service proudly operated by Rolling Plains Management Corporation (RPMC) and supported by grants from the Texas Department of Transportation. Our service area includes Archer, Baylor, Cottle, Foard, Hardeman, Jack, Wichita, Wilbarger, and Young Counties, as well as limited cities outside our service area.

## Why choose SHARP Lines?

SHARP Lines is your trusted travel companion for:

- **Doctor Visits:** Access essential healthcare services.
- **Shopping:** Whether it's a quick grocery run or a day of retail therapy, we've got you covered.
- **Work:** Commuting to your job has never been easier.
- **Beauty Shop Visits:** Stay sharp with regular salon appointments.
- **Visiting Family or Friends:** Reconnect with loved ones without the hassle of driving.

## How do I book a ride?

Scheduling your SHARP Lines ride is simple and efficient. All appointments can be scheduled from Monday to Friday between 7:30 a.m. and 5:00 p.m. To secure your spot, call us at **(940) 684-1572** at least two business days before your planned trip. We'll do our best to accommodate rides scheduled with less than two business days' notice but may be unable to meet the request based on driver availability.

## When can I get a ride?

In-area rides can be scheduled Monday through Friday with destinations in Archer, Baylor, Cottle, Foard, Hardeman, Jack, Wichita, Wilbarger, and Young Counties (with the exception of residents within Wichita Falls city limits).

Out-of-service area rides are those to selected cities outside Archer, Baylor, Cottle, Foard, Hardeman, Jack, Wichita, Wilbarger, and Young Counties. These rides need to be scheduled 48 hours in advance and are available on Tuesdays and Thursdays for appointment times scheduled between 6:00 a.m. and 2:30 p.m.

\*Trips from within the city limits of Wichita Falls to outside the city limits for medical appointments only are based on availability and will follow the RPMC Transportation rate structure.

\*Special approval is required for rides other than Tuesday and Thursdays and is based on driver availability.

## How much does it cost?

Rates for a one-way ride are based on a county fee structure.

Same County	\$2.00 one way
Adjacent County	\$10.00 one way
Across two or more counties	\$17.00 one way
Out of service area	\$35.00 one way
Same Day rides	\$3.00 added to base fare
Additional rides added	\$2.00 per stop

### **How do I pay for a ride?**

Fares for your SHARP Lines journey can be settled conveniently by check or money order. For our first-time riders, you can provide your payment directly to the driver. Rest assured that one of our friendly office employees will provide all the information you need to be issued an E-pass for seamless and hassle-free future rides.

### **What if I can't afford the fare?**

At SHARP Lines, we believe that everyone in our community deserves access to reliable transportation regardless of their financial situation. If you find it challenging to afford our fares, please reach out to our dispatch team at **940-684-1572** to apply for financial assistance.

### **I have Medicaid. Will they pay for my ride?**

If you have qualified Medicaid insurance, you may be eligible for free Medicaid rides with SHARP Lines. To determine your eligibility, please reach out to the number on the back of your Medicaid card or call our dispatch team at 940-684-1572 for assistance.

### **Will I have to share my ride?**

SHARP Lines is designed as a shared ride service, so you might share the journey with fellow community members. Please keep in mind that shared rides might take a bit longer than traveling alone.

### **What if I use a mobility device or need extra help?**

We prioritize the comfort and well-being of all our passengers, including those who may require specialized assistance based on medical, mental, or physical health needs including wheelchair, walkers and canes. In certain circumstances an attendant may be required to accommodate the passenger on their ride.

For passengers aged 17 and younger, a parent or guardian's presence is mandatory during the ride. Additionally, for the safety of our youngest travelers, all children under the age of 8 must ride in a child safety seat provided by their parent or guardian.

### **Can I bring food or drink on my ride?**

To maintain a pleasant and clean environment for all passengers, we kindly ask that you refrain from bringing food or drinks on board unless there are special circumstances that necessitate it. In such cases, please use spill-proof containers for drinks to minimize any potential spills.

### **What type of training do the drivers receive?**

Your safety is our top priority. Rest assured that all our drivers undergo rigorous screening, including yearly background checks. They are also certified in CPR and First Aid, possess defensive driving skills, and are trained in passenger securement techniques.

### **What do I do if I have other questions?**

We take great pride in serving our community with the utmost professionalism and care. If you have any questions or need further information about SHARP Lines, please feel free to get in touch with us at **1-940-684-1572**. We're here to ensure that your rural transit experience is both convenient and reliable.

Thank you for choosing SHARP Lines as your trusted transportation provider. We look forward to serving you on your next journey!