

## Rules for Riding Buses

1. Have fare ready when entering.
2. Wear shirts and shoes. Roller Blades, Skate Boards and Bikes must be carried on and off the bus.
3. Always wear seatbelts. Keep yourself and children with you, seated and buckled until bus is completely stopped.
4. Refrain from smoking or carrying a lit cigarette, cigar or pipe in and around the bus.
5. Keep all food and drinks closed while aboard the vehicle. Consuming alcohol during transit is prohibited.
6. **Passengers are responsible for their packages at all times.** Avoid blocking the aisle with objects and parcels.
7. Keep animals kenneled unless performing a service. They must be under control at all times.
8. Weapons are prohibited except for firearms that are unloaded and encased at all times.
9. Never carry flammable liquids or automobile or marine batteries onto the bus.
10. All electronics must be placed on mute and headset must be used with audio devices.
11. Never intentionally interfere with the bus driver's operation of the vehicle.
12. Passengers must be courteous and respectful of buses, drivers and other passengers. Using language that can be interpreted as offensive, inappropriate or threatening to the driver and/or passengers is prohibited.
13. **You can be suspended for disruptive behavior, soiling and damaging vehicle according to Minnesota Statue 609.855, for repeated last minute cancellations or no-shows and not following the rules.**

## Service Expectations

- Drivers and Dispatchers will be courteous and respectful. Community Transit employees are required to follow standard Minnesota Data Privacy Act and HIPPA guidelines.
- Drivers are to provide assistance, as needed to get passengers safely on and off the bus.
- Bus will be clean and provide a safe environment.
- All drivers are CDL certified and will adhere to Minnesota state driving rules and regulations.
- Drivers are trained in securing wheelchairs and operating the lift.
- On time means the bus can arrive within 10 minutes after the time given to you by dispatch.
- Community Transit is committed to providing non-discriminatory service, and informing customers about how to request more information and to file a discrimination complaint.
- Policies and Procedures are in place to help guarantee all of our passengers the safest, most efficient ride possible. Policies are available upon request.

## Holidays

Community Transit does not operate on the following holidays:

*New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (Thursday and Friday), Christmas Day*

*Reduced hours of service may precede or follow holidays.*

## Weather

For weather-related cancellations of service, listen to your local radio station or check our website. After winter storms, travel may be limited to main roads only.

April 5, 2011



# Rider's Guide

**Bus Service  
Serving Redwood County**

### Rides Available

**Monday-Friday**

**6:30 A.M. – 6:00 P.M.**

**To pre-book your ride call:**

**Monday-Friday**

**8:00 A.M.- 4:30 P.M.**

**1-888-658-2448**

**1-507-537-7628**

**Minnesota Relay: 1-800-627-3529**

**Western Community Action  
1400 South Saratoga Street  
Marshall, MN 56258**

**[transportation.marshall@wcainc.org](mailto:transportation.marshall@wcainc.org)**



Western Community Action is an equal opportunity provider.  
An EOE/AA/ADA Employer

## What is Community Transit?

Western Community Action Community Transit is a shared ride program which means all trips will be coordinated with as many passengers as possible depending on their pick-up and drop-off locations. Bus schedules are created to meet the travel needs of passengers who sign up for the service in advance. When you pre-book your ride, the dispatcher will attempt to fit the desired pick-up time into an existing schedule. The dispatcher will suggest an alternate pick-up time if your schedule can not be met.

Buses will pick up riders from the door of their pick-up location and drop off at the door of their destination location.

Group Requests – A group is defined as transportation that is scheduled for more than six riders to be picked up at the same location and traveling to the same location. When scheduling service for a group, the dispatcher must be given the number of passengers riding and the number of passengers in wheelchairs or needing the lift. This information is necessary for vehicle capacity purposes.

## More Information

Visit our website at [www.wcainc.org/transit](http://www.wcainc.org/transit)

## Cost to Ride

- \$2.00-\$5.00 per trip per person
- Drivers do not carry cash; have correct fare
- Children 2 yrs and under accompanied by an adult ride free
- Children 3 to 12 pay \$1.00 when accompanied by an adult (13 yrs and older pay regular fare)
- \$20 Ride Coupon available from drivers
- \$80 Monthly unlimited ride coupon (Rides throughout Redwood County only)
- \$20-\$30 Group Rate for 6 or more passengers (round trip fare)
- Contact us for special billing rates
- Rates are subject to change

## Plan Ahead

- Book your rides at least 24 hours in advance whenever possible. Requests will be scheduled on a first-call basis.
- If you are unable to make your scheduled pickup time, you must call to cancel your ride. We collect for no-shows and riders canceling at the door.
- **Please be ready to board the bus prior to your scheduled pickup time.** You must board the bus when it arrives. Driver will not wait beyond 3 minutes of your scheduled pick up time. If the bus has not arrived within 10 minutes after your scheduled pick up time, please call 507.537.7628.
- If you need help carrying packages or assistance from your home or destination, please arrange for this on your own. Your own care attendant may ride along free of charge.
- Have correct fare amount ready. Drivers do not carry cash.

## Book a Ride 1-888-658-2480

1. Call dispatcher between 8:00 a.m. and 4:30 p.m. Monday through Friday.
2. First time riders are asked to provide name, home address, phone number and date of birth.
3. When booking rides you will need to provide your name, your pickup address, if different from your home address, current phone number. Know exact name and/or address of the destination to which you are going.
4. Know what time you need to be at each destination and allow 30 minutes or more for travel time.
5. Know how long you will be at your destination if a return ride is needed.
6. Provide any other information regarding assistance that may be needed.
7. Provide dispatcher with trip funding information, i.e. how it will be paid if you are not the payee. (Rides cannot be billed unless prior authorized during dispatch hours.)