



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

**Western Community Action
1400 South Saratoga Street
Marshall, MN 56258
transportation.marshall@wcainc.org**



Rules for Riding

1. *Have fare ready when entering.*
2. *Shirt and shoes required. Roller Blades, Skate Boards and Bikes must be carried on and off bus.*
3. *Seatbelts must be worn. Keep children with you, seated and buckled.*
4. *Smoking is prohibited in and around the vehicle.*
5. *Open food and drinks are not allowed on the vehicle.*
6. *Avoid blocking the aisle with objects and parcels.*
7. *Stay seated and buckled until bus is completely stopped.*
8. *Animals must be kenneled unless performing a service. They must be under control at all times.*
9. *Weapons are prohibited except for firearms that are unloaded and encased at all times.*
10. *No flammable liquids or automobile or marine batteries on the bus.*
11. *All electronics must be placed on mute and headset must be used with audio devices.*
12. *You can be suspended for disruptive behavior according to Minnesota Statue 609.855.*

Service Expectations

- Drivers and Dispatchers will be courteous and respectful.
- Drivers will ask everyone entering and exiting the bus if they need assistance. Please watch your step.
- 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.
- Drivers try to be on time so please contact dispatch office if bus does not arrive 10 minutes after your scheduled pick-up time.
- Community Transit employees are required to follow standard Minnesota Data Privacy Act and HIPPA guidelines.
- Community Transit is committed to providing non-discriminatory service, and informing customers about how to request more information and to file a discrimination complaint.

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. After winter storms, travel may be limited to main roads only.

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

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 Lyon 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

- Pre-book your rides at least 24 hours in advance whenever possible.
- Requests will be scheduled on a first-call, first-serve basis.
- If you are unable to make your scheduled pickup time, you must call to cancel your trip. 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 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.

Steps to Pre-Booking a Ride 1-888-658-2448

1. Call dispatcher between 8:00 a.m. and 4:30 p.m. Monday through Friday.
2. Provide your name, home address and phone number.
3. Provide your pickup address, if different from your home address.
4. Know exact name and/or address of the destination to which you are going.
5. Know what time you need to be at each destination and allow 30 minutes or more for travel time.
6. Know how long you will be at your destination if a return ride is needed.
7. Provide any other information regarding assistance that may be needed.
8. Provide dispatcher with future ride request information.
9. Provide dispatcher with trip funding information, i.e. how it will be paid if you are not the payee. (Rides cannot be billed unless pre-booked by calling dispatch office).