

## Book a Ride

**Jackson Office**  
507-847-2632 ext.1

**Marshall Office**  
507-537-7628

1. Call a 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 all necessary trip information, including your name, pick-up address, number of riders, **current phone number**, and the address of your destination.
4. Know what time you need to be at each destination, and allow appropriate travel time. On buses, schedule your pick-up a minimum of 30 minutes before your appointment.
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. **Requests for reasonable accommodation must be made at the time of booking.**
7. Provide dispatcher with trip funding information, i.e. how it will be paid for, if you are not the payee. **Rides cannot be billed unless prior authorized during dispatch hours.**
8. Riders who do not schedule their own trips are encouraged to call dispatch at least one day before transportation to verify that their contact information is current.

## Rules for Riding

- Passengers must give all trip details to the dispatcher when scheduling (traveling with a service animal, escort, packages, assistance needed etc.). Drivers cannot make any adjustments to trip details without dispatch clearance.
- Be ready at the door when your ride arrives, and present fare when entering the vehicle.
- *Wear appropriate attire to include shirts and shoes. Roller blades, skate boards, etc. must be carried on and off the vehicle.*
- Always wear seatbelts. Keep yourself and children with you seated and buckled until the vehicle is completely stopped. **Volunteer drivers CANNOT provide transportation to children without the legally required car seat.**
- Refrain from smoking in and around the vehicle. Breaks may be arranged for long trips.
- Consuming alcohol is prohibited. Keep all food and drinks closed while riding.
- Flammable liquids and automobile or marine batteries are prohibited. Firearms must be unloaded and encased at all times.
- Passengers are responsible for their personal items at all times. Packages may not block aisles or seats. Those traveling with personal belongings may be asked to make other arrangements to get the items to their destination.
- Keep animals kenneled unless they are performing a service. They must be under control at all times.
- Never intentionally interfere with the operation of the vehicle.
- Be courteous and respectful of vehicles, drivers and other passengers. Using language that can be interpreted as offensive, inappropriate or threatening to the driver and/or passengers is prohibited.
- **You can be suspended for** disruptive behavior, soiling and damaging the vehicle according to MN Statute 609.885; for repeated last minute cancellations or no-shows; or for not following the rules.



## Riders' Guide for Volunteer Drivers

### Jackson Dispatch Office:

Serving Cottonwood, Jackson & Murray Counties

**507-847-2632 ext. 1**

### Marshall Dispatch Office:

Serving Lincoln, Lyon & Redwood Counties

**507-537-7628**

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

Call Monday-Friday, 8:00 a.m.-4:30 p.m. to pre-book your ride or for more information.

**Transportation is based on driver availability:**

**5:30 a.m.-9:00 p.m.**

**7 Days a Week**

Transportation may be available before and after the above listed service times. Schedule according to what you need. We do our best to meet all requests.

### Office Locations:

115 South Highway  
Jackson, MN 56143

1400 S Saratoga St.  
Marshall, MN 56258



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

Brochure updated 11/16

## What is Community Transit?

United Community Action Partnership's Community Transit program is a shared ride, public transit program. This means all trips are coordinated with as many passengers as possible depending on their pick-up and drop-off locations.

A combination of buses and volunteer drivers is used to efficiently meet the travel needs of passengers who sign up for the service in advance.

Buses can take passengers from the door of their pick-up location and drop them off at the door of their destination. Special rates may apply for groups of 6 or more traveling to and from the same location.

Volunteers offer door-to-door service when buses are not available within our service area, and throughout the region. A discounted rate is available to all passengers when multiple requests can be scheduled together.

When you pre-book your ride, a 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 request cannot be met.

## More Information

507-537-7628 or 507-847-2632

## Cost to Ride

- **Single Rider**—**.60 cents per driver mile** cash fare or pre-paid (\$4.00 minimum)
- **Coordinated**—**.35 per driver mile** cash fare or pre-paid (\$2.50 minimum)
- \$10 parking fee at Minneapolis Airport for return rides
- Fare amount will be quoted upon booking, and will be adjusted if coordination or other factors affect the amount due.
- Coordinated rate applies when multiple scheduled passengers are traveling in the same vehicle.
- Out of town weekend trips must be pre-paid by 12:00 p.m. on Friday
- No reimbursements for pre-paid fares
- Contact us for special billing rates
- Rates are subject to change

## Passenger Expectations

- 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 pick-up time, you must call to cancel your ride. We collect for no-shows and riders canceling at the door.
- **Please be ready to board prior to your scheduled pickup time.** You must board when your ride arrives. Maximum wait time: for buses is 3 minutes; for volunteers is 10 minutes. If no one has arrived 10 minutes after your scheduled pick-up time, please call your dispatch office.
- If you need help carrying packages; assistance from your home or destination; or support during transport, please arrange for this on your own. An escort may ride free of charge.
- Have correct fare amount ready. Drivers do not carry cash.

## Service Expectations

- Drivers and Dispatchers will be courteous and respectful. Community Transit employees and volunteers are required to follow standard Minnesota Data Privacy Act and HIPPA guidelines.
- Drivers will offer an arm for stability to get passengers safely to and from the vehicle.
- Vehicle will be clean and provide a safe environment.
- Drivers will be punctual, and will wait a maximum of 10 minutes before calling dispatch staff for assistance. If other passengers are riding, wait time may be reduced.
- Volunteers will call passengers before their scheduled pick-up time to verify trip information when possible.
- All drivers will adhere to Minnesota state driving rules and regulations.
- Community Transit will provide non-discriminatory service. We will inform customers about how to request more information and file a discrimination complaint.
- Community Transit will maintain policies and procedures to help guarantee all of our passengers the safest, most efficient ride possible. Policies are available upon request.

## Holidays

Community Transit dispatchers are not available on the following holidays: **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.** Reduced hours of service may precede or follow holidays.

Volunteer transportation will be scheduled whenever possible for requests received 48 hours before the holiday.

## Weather

In inclement weather, volunteers may contact their passengers to cancel transportation. **We ask that passengers reschedule these appointments.** For essential appointments, dispatchers will look for another driver only if it is reasonable to do so.