



## Important Information Community Transit of United Community Action Partnership



**Contact us with questions or for more information:**

**Jackson Office**—115 South Hwy, Jackson, MN 56143; **Phone:** 507-847-2632; **Fax:** 507-847-4131;  
[tpjackson@unitedcapmn.org](mailto:tpjackson@unitedcapmn.org)

**Luverne Office**—1110 N Blue Mound Ave, Luverne, MN 56156; **Phone:** 507-283-5058; **Fax:** 507-283-5059;  
[tprock@unitedcapmn.org](mailto:tprock@unitedcapmn.org)

**Marshall Office**—720 Kossuth Ave, Marshall, MN 56258; **Phone:** 507-537-7628; **Fax:** 507-401-3273;  
[tpmarshall@unitedcapmn.org](mailto:tpmarshall@unitedcapmn.org)

**Pipestone Office**—811 5<sup>th</sup> Street SE, Pipestone, MN 56164; **Phone:** 507-825-1180; **Fax:** 507-825-6734;  
[tppipestone@unitedcapmn.org](mailto:tppipestone@unitedcapmn.org);

Additional Forms and Information on our website [www.communitytransitswmn.org](http://www.communitytransitswmn.org)

Community Transit of United Community Action Partnership is a public transportation system available to all people of all ages, and our staff take their responsibility for the safety of our passengers very seriously. All Bus drivers are professionally trained and are subject to background checks and driving record checks. Buses are equipped with seatbelts and passengers are required to buckle up. However, we treat the safety of those who may not be able to look out for themselves—namely, children and vulnerable adults—with special care. Please read the information below to become familiar with our scheduling procedures. If you have further questions, you are always welcome to contact one of our dispatch offices listed above.

1. Rides can be scheduled on an ongoing basis (e.g. Tuesdays all school year, Monday-Friday all month. . .) or as needed. If you call in as needed, we do request a 24-hour notice whenever possible.
2. We will pick the rider up at the designated pick-up location, and wait until he or she is safely inside the exterior door of the drop-off location. **We greatly appreciate when someone at the location waves to verify that children have been safely received.**
3. Call the dispatch office with any changes to your trips as soon as possible. Drivers may not be allowed to transport the person if changes have not been verified by a parent or guardian. **Please do not inform anyone else, such as a daycare or school, when transportation needs to be changed. YOU MUST NOTIFY DISPATCH.**
4. Be sure to call if a ride is not needed. **If the driver shows up and the passenger is a no-show or cancel-at-door, you may be charged for the stop.** Riders may be suspended after 3 no-shows or cancel- at-doors.
5. Our offices are open 8:00 am to 4:30 pm, Monday-Friday. Some offices have extended evening hours. **Messages to change or cancel rides may be left on our voicemail 24 hours a day.** Bus drivers check messages each day before beginning their shift. Please leave a message about early morning pick-up changes as soon as possible to avoid confusion or no-shows.
6. Our rates are as vary by county. A rate sheet can be found on our website or can be requested from your local dispatch office. (Rates are subject to change with a 30 day notice.)

If you are going to use the bus on a regular basis, we offer a variety of passes to make payment simple. Contact your local dispatch office for help figuring out what option best suits your needs.

**Cottonwood, Jackson and Murray** counties offer the option of pre-payment for ongoing transportation. Payments may be mailed to our office or given to the bus driver. Please put payment in envelope with child's name on it. Also, note child's name in memo of checks. **If your prepayment reaches -\$10.00, rides may be discontinued until the balance is paid in full.**

7. To schedule rides or for more information, please call Community Transit of UCAP at **the numbers provided at the top of this page.**