

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 provide assistance as needed to get passengers safely in and out of the vehicle.
- Vehicle will be clean and provide a safe environment.
- The vehicle will arrive no more than 10 minutes after a passenger's scheduled pick-up time unless factors outside Community Transit's control (weather, accidents, etc.) prevent on time pick-up.
- All bus drivers are CDL certified and will adhere to Minnesota state driving rules and regulations.
- Bus drivers are trained in securing wheelchairs and operating the lift.
- 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.

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 pick up 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 exact fare amount ready. Drivers do not carry cash.

Book a ride!

Call us Monday - Friday

8:00 am - 4:30 pm

Jackson Office: 507-847-2632

Serving Cottonwood, Jackson & Murray Counties

Marshall Dispatch Office: 507-537-7628

Serving Lyon, Lincoln & Redwood Counties

Luverne Dispatch Office: 507-283-5058

Serving Rock County

Pipestone Dispatch Office: 507-825-1180

Serving Pipestone County

Minnesota Relay: 1-800-627-3529

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 dispatchers 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.



Find United Community Action Partnership on Facebook!



RIDERS' GUIDE



*UCAP is an equal opportunity provider.
An EOE/AA/ADA Employer*

A Service of United Community Action Partnership

www.communitytransitswmn.org

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.

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.



Funded by the State of Minnesota.

Rules for Riding

- **Give all trip details to the dispatcher when scheduling** (traveling with a service animal, escort, assistance needed etc.). Requests for reasonable accommodation must be made at the time of booking. 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 including shirts and shoes. Roller blades, skateboards, etc. must be carried on & 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.
- **No smoking in or around the vehicle.** Breaks may be arranged for long trips.
- **Do not consume alcohol. Keep all food and drinks closed while riding.**
- **You may not board with flammable liquids, automobile batteries or marine batteries. Firearms must be unloaded and encased at all times.**
- **Be responsible for your 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.

Holidays

Community Transit does not operate on the following holidays: **New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.** Reduced hours of service may precede or follow holidays. Ask your dispatch office if you have questions about the holiday schedule.

Weather

For weather-related announcements, listen to your local radio station or find United Community Action Partnership on Facebook. After winter storms, travel may be limited to main roads only.

Bus Rates

Route (available in Marshall & Redwood Falls)
\$1 per person, per trip

Dial-a-Ride

\$2.00-\$5.00 per person, per trip

- Children age 2 and under ride free when accompanied by an adult.
- Children 3-12 pay \$1.00 when accompanied by an adult
- \$25 Ride coupons available from drivers
- Monthly unlimited ride coupons - \$70 for in-town travel, \$80 for county-wide travel
- \$20-\$30 round-trip group rate for 6 or more passengers.

Volunteer Driver Rates

- Single Rider .60 per driver mile cash fare or pre-paid (\$4.00 minimum)
- Coordinated .35 per driver mile cash fare or pre-paid (\$2.50 minimum)
- Coordinated rates apply when two or more scheduled passengers travel in the same vehicle.
- Out-of-town weekend trips must be pre-paid by noon on Friday.

- Checks can be made payable to UCAP
- Contact us for billing rates.
- Rates are subject to change.