

CCTA

Crawford County Transportation Authority
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Passenger Handbook

Crawford County Transportation Authority (CCTA) has provided curb to curb, shared ride service to the residents of Crawford County for over forty-five years. Our main goal is to provide you with a safe, efficient and dependable form of public transportation.

CCTA employees are expected to treat everyone in a professional manner. In return, CCTA customers should act in a courteous manner to CCTA employees, other customers and general the public while riding on our bus.

As with any service of this nature, we must have rules to protect the customer, the employee and the general public. CCTA has compiled this document as a resource of information for CCTA's customers and CCTA's staff to use when in question about the rules for CCTA passengers. This document is not being provided as an inclusive list of all the possible rules that could apply, but rather as a guideline to illustrate examples of rules in which CCTA passengers will need to comply.

If you should have any questions or concerns, please feel free to contact the Director at 989-348-8215 or the Operations Supervisor at 989-348-4101 during regular business hours. Thank You for your patronage and support.

Organizational Information

Crawford County Transportation Authority is a public transportation system providing county-wide transportation to the citizens of Crawford County. CCTA services are funded through State and Federal Grants, a county millage as well as fare box and contractual services.

Although CCTA has many characteristics of a taxi service, we are not. CCTA is a public bus service.

CCTA has a fleet of seventeen buses. 100% of our buses are wheelchair lift equipped vehicles offering user friendly access for the mobility impaired.

No passenger will be discriminated against for race, color, national origin, religion, age or sex.

Regular Board of Directors meetings are held on the third Monday of each month. These meeting notices are posted at CCTA and several Township buildings located throughout Crawford County. The public is always welcome to attend.

Important Phone Numbers

Dispatch: (989) 348-5409 Executive Director: (989) 348-8215 Operations Supervisor: (989) 348-4101

Requesting Service (calling in for a pickup)

1. Please provide your name, pick-up location, destination and when the arrival at the destination is requested. The dispatcher will quote you an *estimated* pick-up time.
2. If you live in the outlying areas of Crawford County, the best service will be provided with some advance planning. Before you make an appointment, please contact CCTA dispatch to make sure that your appointment time will fit into our schedule. Our buses make at least four daily trips to each outlying county area. The service is spread throughout that day to meet the needs of the greatest number of customers.
3. Be ready for the bus arrival from 15 minutes before until 15 minutes after the scheduled pick-up time. This will avoid delays so everyone will arrive at their destinations on time.
4. Crawford County Transportation Authority is primarily a Crawford County service. We do have occasional buses that pick-up or drop off in neighboring counties. Please call dispatch for assistance with these services.
5. Arrival time to your destination may vary. You should always have someone available at the destination to receive a child under seven years of age or someone that has a mental or physical challenge that will need assistance.

Fares

1. Everyone is required to pay their fare as they board the bus. Fares may be paid with cash, check or tickets issued from County Human Services agencies. You may also choose to put a balance on your account. Any amount of money can be paid ahead of time for your rides. Dispatch will let you know when you are almost out of money on your account.
2. The Drivers do not carry change. Any over payment will be credited to your account and can be used for additional rides. Money is not able to be transferred between two different passengers accounts. A no refund policy applies toward tickets and prepaid services.
3. In order to be considered disabled, and therefore pay a lower fare, a passenger must produce their Social Security Disability statement. The rider's social security number and monthly payment may be blacked out for security purposes. This will be approved by management and the paperwork will be returned to the passenger.
4. In order for a passenger to be considered an aide to another person, and therefore ride for free, the aide must be *physically able* to help the handicapped person that they are an aide for. This determination will be made by the Operations Supervisor.

Canceling a request for service

1. Notify the CCTA dispatch office as soon as possible, preferably before a driver has been dispatched to the pick-up location.
2. Notifying CCTA of cancellations in a timely manner will allow us to provide the most efficient and effective service to all of our customers.

Changing a request for service

1. Notify CCTA dispatch as soon as possible. Do not depend on another agency to make this request for you, especially when a child's transportation is involved.
2. Whenever possible, we ask that the same individual try to always provide this notification. This

will help reduce confusion and assist the CCTA dispatch to become more familiar with the individual making the notification.

No Shows

1. If a customer is not ready for the CCTA bus when it arrives, or is not in need of the service and does not cancel, it creates delays for many customers. For example, if the driver needs to wait 2 extra minutes for 10 passengers that are not ready when the bus arrives, this will create up to an additional 20 minutes of delay for other customers that may need to get to school, an appointment or work.
2. If a customer has three or more no-shows, an attempt will be made to notify them that any daily pick-up on a steady card will be cancelled. Those that prepay rides will also be cancelled for this.
These customers will be required to call dispatch daily before they need the ride.
3. **Anyone having one or more no shows are required to pay for previous no shows before service will be provided to them.**
4. **Drivers will wait for up to 3 minutes at a pick-up point. Anything after 3 minutes is considered a no show, and the driver will proceed on their route.**
5. **Too many no shows *may* result in service being discontinued.**

SERVICE ANIMAL POLICY

In compliance with the Americans with Disabilities Act, CCTA must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

For the purposes of this policy, a service animal is defined as an animal that is individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. As of March 15, 2011, **only dogs** are recognized as service animals under Title II requirements for state and local governments and Title III requirements for places of public accommodation under the ADA.

We may:

- Ask if an animal is a service animal
- Ask what tasks the animal has been trained to perform
- Charge a passenger with a disability for damage caused by his or her service animal

We cannot:

- Require special ID cards for the animal
- Ask about the person's disability
- Charge extra fees for the service animal
- Treat a person with a disability that uses a service animal less favorably than other passengers
- Ask a person with a disability to remove their service animal from the bus unless the animal is out of control and the owner does not take effective action to control it OR if the animal poses a direct threat to the health and safety of others*

*Allergies or fear of animals are generally not valid reasons for denying access or refusing service to passengers with service animals.

We are not required to provide care of food for a service animal or provide a location for it to relieve itself.

PORTABLE OXYGEN CYLINDER AND RESPIRATOR POLICY

Crawford County Transportation Authority (CCTA) will transport portable oxygen cylinders and respirators as required by the Americans with Disabilities Act and cannot prohibit these devices on public transit vehicles.

Only cylinders that are maintained in accordance with the manufacturer's instructions will be transported. Cylinders and respirators must be in good working condition and all cylinders must be secured.

Before boarding a bus with an oxygen cylinder, drivers will listen to for leaks in the cylinder and inspect the cylinder for dents, gouges, or pitting. If any of these conditions exist, the cylinder will not be transported.

Drivers will never drag or roll a cylinder or carry a cylinder by the valve or regulator. Drivers will handle the cylinder with care during passenger loading and unloading. No more than three (3) cylinders will be transported at a time on one vehicle.

Drivers will secure each cylinder to prevent movement or leakage. "Secure" means the cylinder is not free to move when the vehicle is in motion. Unsecured cylinders pose a serious threat of injury in the event of a sudden stop or collision.

Drivers will never store cylinders in the aisle of the vehicle and passengers requiring oxygen must not restrict access to exits or use of the aisle.

Upon reaching the passenger's destination, cylinders will be immediately removed from the vehicle. Smoking and open flames are always prohibited on CCTA vehicles. Because a release of oxygen from a cylinder could accelerate a fire, cylinders will be secured away from sources of heat or potential sparks.

Passengers are asked to notify CCTA of oxygen cylinder and respirator use when scheduling their trip.

Inclement Weather

In the event of inclement weather, CCTA management will make the best "judgement call" which is directly related to the safety and wellbeing of our drivers and passengers. Some days we will only operate in town; other days we may be on main roads only.

We appreciate passengers understanding that certain weather events will not allow us to go down some roads in the county. Some roads remain dangerous for a period of time, therefore there is no time frame. Roads considered unsafe will be re-inspected by management periodically. Again, this is for the safety of both our drivers and passengers.

General Rules for Passengers

1. All riders will enter and leave the bus at the front passenger door only. Exceptions are a passenger using the wheelchair lift or in case of an emergency.
2. All passengers are required to wear a seatbelt. No Exceptions. No seatbelt, no ride.
3. All riders need to remain seated until the bus comes to a complete stop.
4. All passengers are to remain seated while the bus is in motion and for the duration of their ride.
5. Passengers must be seated in a seat while on the bus. They are not to sit on the floor, seat back etc... Standing is not allowed under normal circumstances.
6. Any passengers may be required to sit in a specific seat at the discretion of the Driver or Dispatch.
7. Young children are to ride the bus to their original, designated stop unless they have been assigned a different destination by a responsible party.

8. Riders are to be considerate of all others at all times. Threats, hitting, tripping, shoving, kicking spitting, foul language, horseplay, teasing or any other improper behavior towards anyone including another passenger, anyone in the general public, the bus driver or themselves will not be tolerated.
9. If the bus becomes immobile, or there is an emergency situation, riders are to comply with the instructions of the Driver.
10. Passengers will avoid any unnecessary disturbing noises. Do not shout at passing people or vehicles.
11. Proper footwear is required at all times. No rollerblades, roller skates, metal cleats, ice skates or bare feet.
12. Riders will keep hands, head or any other body part inside the bus and within their seated area at all times. Under no circumstances will anything be thrown out the windows of the bus.
13. Passengers will obey the Driver willingly and report any problems to the Driver promptly.
14. Smoking (including e-cigarettes, vapes etc.), lighting matches, lighters or any other type of fire, flammable item or any item that the Driver perceives as threatening a danger or hazard is not permitted on the bus.
15. Bodily fluids (blood, urine, fecal matter, etc.) are considered a biohazard for the driver and other passengers. Any individual who is repeatably unable to control their bodily fluids will not be allowed to ride the bus until a corrective action is taken. Unsanitary individuals create a direct threat to the health and safety of others. CCTA has the right to refuse service.
16. Any items that the driver assumes may be explosive or any type of firearm or weapon that the Driver perceives as possibly being threatening or a danger or hazard is not permitted on the bus.
17. Riders will help in keeping the bus clean and orderly by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
18. Eating or drinking beverages on the bus is not permitted.
19. Passengers who observe damage to the bus should report it immediately to the bus driver.
20. The transportation of unusual items, not normally carried on a bus will be left to the driver and/or dispatcher's discretion.
21. Hazardous materials are never allowed to be transported on the bus.
22. Firearms may be transported on the bus, but they must be unloaded and secured in a locked firearm container.
23. Large carry-on items are allowed, but are so at the discretion of the driver and/or dispatcher.
24. Please try to limit your baggage to the amount that a passenger can carry. Aisles cannot be blocked by extra baggage.
25. Any trash should be disposed of in the trash can in the front of the bus or taken with you.

26. Passengers may not be allowed on a vehicle if their dress attire may be considered offensive to others, as determined by transit staff. Anything that a passenger is doing that is considered “in excess” will have that mentioned to them. Corrective action must be taken by the passenger or they will not be allowed to ride the bus. This is to ensure that all passengers are provided with a safe and comfortable experience while using public transportation.

These rules are not intended to be a complete list. These rules are to be followed and are intended to be a guideline showing proper passenger behavior.

Lost and Found

1. If an item that is left on the bus has a name and/or phone number, attempt will be made to notify the customer. We urge young passengers to have coats, hats, backpacks etc... labeled with identification.
2. If you are aware of an item that may have been left on the bus, please notify CCTA dispatch as soon as possible to see if it has been turned in.
3. Lost and found items not claimed after one month will be donated to an organization or disposed of.

Disciplinary Procedures

1. The level of disciplinary action will be determined by the incident and the frequency at which problem behavior occurs with each passenger. The action for problematic behavior could be a notification by telephone or mail or up to immediate suspension from using CCTA services. A continuance of an infraction(s) could result in complete suspension from CCTA services.
2. If a passenger becomes too disruptive, the CCTA driver may request that a police officer be dispatched to provide assistance with the situation. This may include removal of the passenger from the bus and taking them into police custody.
3. Please note that the conduct of all passengers on the bus is being monitored at all times.