



WALKER COUNTY



PUBLIC TRANSPORTATION

RIDER'S GUIDE TO PARATRANSIT SERVICES

Services provided by ClasTran

Updated September 2009

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(5 sheets)

Welcome To Walker County Public Transportation!

Walker County has selected ClasTran to provide rural public transportation to the residents of rural Walker County in the cities of Sipsev, Sumiton, Cordova, Dora, Parrish, Oakman, Navoo, and Carbon Hill. Public transportation is offered within the city of Jasper. Public transportation operates with funding from a federal grant (5311), Walker County, the city of Jasper, and the Walker County Community Foundation.

Transportation is offered to people who are eligible for paratransit under the Americans with Disabilities Act (ADA) and live within $\frac{3}{4}$ mile of the fixed deviated route in the city of Jasper. This means: riders who are eligible under ADA who cannot get to the designated bus stops can call ClasTran to make a reservation to have the vehicle pick up the rider at their home. The reservation must be made by 11 a.m. the day before the appointment.

IMPORTANT: ClasTran is not Emergency Transportation. For emergencies, always call 911.

Customer Service

ClasTran strives to provide excellent service. Our office hours are from 8:00 a.m. – 5:00 p.m., Monday – Friday. ClasTran can be found on the World Wide Web at www.clastran.com .

Your comments on our service are important. Call or write with your comments or suggestions to:

ClasTran
c/o Suggestions/Comments
P.O. Box 10386
Birmingham, AL 35202-0386

Phone: (205) 325-8787
TDD: (205) 325-8129
Fax: (205) 325-8788
Toll Free: 1-877-826-7876

Service Complaints

If you have a problem with a ClasTran service, you may report the problem to ClasTran at 1-877-826-7876. All reports are investigated and receive responses within 5 to 10 business days. To report a problem, please provide the following information:

- Rider's name
- Complainant's name and telephone number
- Driver's name, route number, or bus number
- Date and time the problem occurred
- Specific details of the problem.

Service Areas and Hours

ClasTran provides paratransit service to:

Walker County Rural Route
 Monday – Thursday
 7:30 a.m. – 2:30* p.m.

City of Jasper
 Monday – Friday
 6:30 a.m. – 6:30* p.m.

*Riders will be dropped off at their final destination by this time.

Walker County Rural Route:

Monday Sipsy / Sumiton
 Tuesday Cordova / Sumiton / Dora
 Wednesday Parrish / Oakman
 Thursday Nauvoo / Carbon Hill

Service is not offered on the following holidays:

New Year's Day	Independence Day
Martin Luther King Day	Labor Day
Memorial Day	Thanksgiving Day
Christmas Day	

Scheduling a Ride

Riders may call ClasTran to schedule a reservation:

Monday – Friday

8:00 a.m. – 5:00 p.m.

Note: You may leave a voicemail if calling after hours or on weekends.

Reservations for next day service **MUST** be made by 11:00 a.m. This is first come - first serve and is based on availability. Same day service is not provided.

Reservations are made by ClasTran dispatchers only. Drivers are not permitted to take reservations. Reservations can be made up to 14 days in advance. When calling to reserve a ride, have the following information ready:

- Rider's first and last name,
- Date of trip,
- Rider's pickup location: physical address, suite or building number, entry code for any security entrances and telephone number,
- Time you must arrive at your destination (appointment time),
- Requested return time if you want a round trip,

- Location of where you want to go: physical address, suite or building number, entry code for any security entrances and telephone number,
- Name and telephone number of business, medical facility and/or doctor,
- If you will be using a wheelchair or other mobility device,
- If you will be using a service animal, and
- If a personal care assistant (PCA) or companion will travel with you.

If a rider will be accompanied by a child:

- An appropriate, federally approved car seat or booster seat must be used for any child under age six (6). Rear-facing car seats are recommended until the age of 1 and at least 20 pounds. Convertible or forward-facing car seats should be used until the child is at least five (5) years old or weighs 40 pounds. Alabama law further requires that children ride in booster seats at least until age six (6). The child must be restrained while the vehicle is in motion and seat belts should be worn at all times.
- ClasTran does not provide child safety seats. Drivers are not permitted to secure child safety seats. It is the responsibility of the rider to provide and secure the child safety seat.

- Provide the driver with any other information to help you travel safely to your destination.

ClasTran is a shared ride, curb-to-curb, public transportation service. Occasionally, a dispatcher may ask you to change your requested appointment date and/or time in order to schedule your reservation.

Travel Time

All service is a "**shared ride**". This means there may be other people on the vehicle with you. The driver may stop to pick-up or drop-off other people on the way to your destination. This may cause delays resulting in the driver being late for the bus stop time listed. The driver will arrive at each stop. Your patience is appreciated.

Companions

A rider may arrange to travel with one (1) companion for the same fare as the rider. A companion is distinguishable from a PCA in that she or he travels with the rider for company rather than to assist. Please tell the dispatcher whether you will be riding with a companion.

Personal Care Assistant

A Personal Care Assistant (PCA) is someone without whom a rider is unable to travel. The request for a PCA must be made in the original application for eligibility. The PCA may travel with the rider at no charge. The PCA and a fare-paying companion may both travel with you on the same trip.

A PCA must be physically able to provide personal assistance required by the rider, including

- Assistance to and from the vehicle,
- Offering a steadying arm, guidance or assistance to and from the vehicle and on stairs,
- Assistance with wheelchairs to and from the vehicle, and
- Any other personal assistance required by the rider.

Cancellation Policy

Call (877) 826-7876 to cancel trips TWO (2) HOURS before your scheduled pickup time.

Excessive Cancellations and No-Shows/Late Cancellations

In order to minimize the impact on our service to other passengers, ClasTran requires you to cancel a trip 2 hours

before your scheduled pick-up time. Any trip that is not cancelled 2 hours before the pick-up time is a **“late cancellation”**. You will be considered a **"no-show"** if you:

- Do not board the vehicle within 5 minutes of the pick-up time and
- If the driver arrives at the destination address provided and you do not take the trip.

The dispatcher will attempt to reach you via the telephone number provided. If you cannot be reached, the driver will be instructed to leave a “Missed Trip” post-it on your door and proceed to the next stop.

Excessive cancellations and/or three (3) No Show/Late Cancelled trips in three (3) months may result in a 30-day suspension of service. The suspension period will begin from the date the 3rd No Show/Late Cancellation occurs. To learn how to appeal a service suspension, see pages 24.

Subscription Trips

A subscription trip is one the rider takes:

- from the same pick-up location,
- to the same drop-off location,
- at the same time of day, and/or
- on the same day(s) of the week.

Subscription trips are scheduled automatically. You only need to reserve them once **UNLESS** you need to change the subscription. Trips can be scheduled for as long as the rider needs the subscription. Permanent changes to a subscription should be made at least one (1) week in advance. The rider should specify that a particular trip (date), not the subscription, is being cancelled.

NOTE: ClasTran may not be able to immediately accommodate requests for subscription trips for certain heavily traveled times of day. Service is based on availability.

Riding ClasTran

Fares

All riders must pay a fare or submit a ticket. Only one PCA traveling with a rider is at no charge. Companions pay the same fare as the rider.

Fares in rural Walker County are:

- \$ 4.00 one-way trip
- \$ 8.00 roundtrip

Fares in the city of Jasper are:

- \$ 0.50 per trip at bus stops OR show the Yearly Pass
- \$ 1.00 per trip (complimentary ADA paratransit)

NOTE: Riders are not allowed to ride longer than one loop or run of the fixed route.

The total fare for your daily transportation will be collected by the driver at the beginning of the trip. Any combination of cash, check, money order, or ClasTran ticket will be accepted. Tickets may be purchased by mail or at the ClasTran office. If requesting tickets by mail, please contact the Applications Department at (877) 826-7876.

Please provide correct fare to driver. Drivers do not make change. If you do not provide the correct fare, you will not be permitted to travel. All riders should receive a receipt from the driver if paying with cash, check, or money order. Medicaid vouchers are **not** accepted.

ClasTran charges a \$25.00 standard service charge for all returned checks. **Please make all checks and money orders payable to: ClasTran.**

City of Jasper Yearly Pass

A yearly pass is offered to riders in the city of Jasper who travel with ClasTran using the bus stops. The cost of the

yearly pass is \$10.00. The pass must be shown to the driver before you will be permitted to enter the vehicle. Yearly passes will be color coded.

Representatives from ClasTran will travel to Jasper to take ClasTran issued photo IDs. Riders must bring a government issued photo ID and provide contact information, i.e. address and telephone number. ClasTran will mail the ID to each rider within ten (10) days of taking the photo.

ClasTran will travel to Jasper once during the first week of November and once during the first week of December. Notification of locations, dates, and times will be advertised in the Daily Mountain Eagle, flyers posted at Jasper City Hall, and flyers posted in the vehicle.

Pick-up and Drop-off

The rider will be given a 30-minute window to expect your ride when reserving a trip. The ‘window’ will be 15 minutes before and 15 minutes after the scheduled pick-up time. Please be ready to board the vehicle at the beginning of that ‘window’.

- If the driver arrives at the pick-up point and does not see you, he or she will attempt to locate you (e.g., knock on door, have a dispatcher call you at the telephone number provided).

- If the driver cannot locate you within 5 minutes of the pick-up time, he or she will put a ‘missed trip’ post-it on your door, list you as a ‘no-show’, and leave.
- You should call ClasTran if you will be late for your return trip. If the driver cannot locate you within 5 minutes, a dispatcher will attempt to call you. If you cannot be located, the dispatcher will instruct the driver to proceed with his or her schedule.

Riders do not have to board the vehicle before/after the scheduled pick-up 30-minute ‘window’. You will not be considered a no-show/late cancel. If the vehicle has not arrived by the end of the 30-minute window, call ClasTran at 1-877-826-7876 to report the late pick-up and receive further assistance.

Boarding with a Mobility Device

All wheelchair accessible vehicles used in this service are equipped with passenger lifts that meet ADA specifications. They will accommodate mobility devices such as wheelchairs and three-wheel scooters up to 48" by 30" and with a gross weight of up to 600 lbs. ClasTran cannot transport mobility devices that exceed these standards.

- If you need a passenger lift to board the vehicle, the driver will assist. All drivers are trained to operate the lift.

- If needed, you may also board the vehicle while standing on the lift.
- For your safety, please be sure that your wheelchair or other mobility device is maintained according to the manufacturer's specifications.

Disclaimer Regarding Scooters/Walkers with a Seat

According to ADA regulations, if an electric three wheel scooter meets the physical specifications of a common wheelchair as defined by the Department of Transportation's ADA regulations, it must be treated as a common wheelchair.

Please be aware that a rider's safety cannot be guaranteed aboard the vehicle if riders choose to remain seated in the three wheel scooters or rolling walkers with a seat during transport.

Transporting Life-Support Equipment

Riders may bring a respirator, portable oxygen, and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

Equipment must be small enough to fit in the vehicle and be fully secured during transport.

Transporting Animals

Riders may travel with a service animal such as a guide dog. Please tell the dispatcher when scheduling trips that you will be traveling with a service animal. Pets and other non-service animals will not be transported.

Transporting Children

Children traveling as companions to a rider must pay the fare. Children age twelve (12) and over may travel without an accompanying adult if it can be demonstrated they are able to use public transit independently.

Responsibilities

ClasTran has common-sense responsibilities designed to ensure the safety and comfort of all riders and drivers.

Rider's Responsibilities

Riders have the responsibility to:

- Treat other riders, drivers, and the ClasTran staff with courtesy and respect.
- Read all sections of the Rider's Guide.
- Make reservations at least one (1) day in advance.
- Call to cancel trips 2 hours in advance.
- Be at pick-up locations on time.

- Provide entry if the pick-up address is located inside a gated community or other place with special access.
- Call to report if ClasTran has not arrived by the end of your 30-minute 'window'.
- Pay the correct fare at the time of service. Drivers do not make change. You will not be transported if correct fare is not provided.
- Wear seat belts. Failure to do so may result in termination of transportation.
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer's specifications.
- Must board the vehicle within 5 minutes of the pick-up time. Sufficient time will be provided for the rider to board and exit the vehicle. If additional time is required, the driver may ask the rider to use the lift in order to keep his or her schedule.
- Maintain acceptable standards of personal hygiene.
- To board the vehicle with packages you can carry safely. Packages should not take up a seat from other riders or create a safety hazard.
- Have a PCA or companion travel with you to assist with your needs.
- Provide updates of address changes, telephone numbers, emergency contacts, change in physical condition or equipment used, etc.

Driver's Responsibilities

Drivers have the responsibility to:

- Treat riders, the ClasTran staff, and the general public with courtesy and respect.
- Present a neat, professional appearance. ClasTran issued ID badge should be worn at all times.
- Use the Incident/Accident form to report concerns that may cause an unsafe, unsanitary, or unpleasant trip for you, other riders, or the general public.
- Stay within the "line-of-sight" of the vehicle.
- Maintain the route schedule for the convenience of all riders.
- Assist riders when entering and exiting vehicle.
- Report incidents and accidents to ClasTran immediately. The dispatcher will call 911 (if necessary).
- Obey all traffic laws and posted speed limits.

"Assistance" includes, but is not limited to:

- Offering riders a steady arm or other appropriate guidance when entering and exiting the vehicle;
- Helping persons in wheelchairs to maneuver on standard ramps; and
- Carrying to or from the vehicle no more than 2 grocery bags or similarly sized packages for riders.

Drivers Are Not Permitted to:

- Enter a rider's residence.
- Perform any personal care for riders, including but not limited to assisting riders to dress.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.
- Fuel the vehicle with riders on board.
- Accept tips or gratuities.
- Not use personal cell phones or engage in texting while the vehicle is in motion.
- Drop off a rider at an alternate location at the request of the rider, a parent/guardian, or agency representative. The rider, parent/guardian, or agency representative must contact ClasTran to make such changes.

Prohibited on ClasTran Vehicles:

- Smoking;
- No inappropriate displays of affection or sexual advances;
- Eating or drinking on board unless medically necessary;
- Riding under the influence of alcohol or illegal drugs;
- Littering on the vehicle;
- The use of profanity;
- Playing radios, cassette tape players or compact disc players on the vehicle without proper use of headphones;

- Threats of physical harm or cause actual harm to self, other riders, drivers, or ClasTran staff;
- Unlawful harassment of driver or other riders, including but not limited to unwelcome verbal, nonverbal or physical behavior;
- Unauthorized use of or willful damage to vehicle or its equipment;
- Refusing to abide by the Alabama State law regarding seatbelt usage; and
- Any other criminal conduct defined in and/or prohibited by the Alabama Penal Code.

NOTE: Repeatedly violating these rules may result in permanent discontinuation of your service.

Suspension of Service

Misusing the system can result in suspension of your service. The following misuses could lead to suspension. This list is not all inclusive.

1. Suspension for using ClasTran under false pretenses.

ClasTran provides service for rural and disabled riders as defined by the Federal Transit Authority based upon federal legislation.

A rider's service may be suspended if:

- You make false or misleading statements on your eligibility application or
- Allow non-eligible individuals travel using your name.

2. Suspension for Excessive Cancellations and/or No-Shows/Late Cancellations.

Excessive cancellations and No-Shows/Late Cancels delay/detour the vehicle and use space other riders could use.

3. Service Suspension for Disruptive or Abusive behavior.

Disruptive or abusive behavior can annoy or endanger riders, drivers, and public safety. Disruptive and abusive behavior includes but is not limited to:

- Intimidation or threats of physical harm to driver or other riders.
- Verbal abuse of drivers, ClasTran staff, or other riders.
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.
- Unauthorized use of vehicle equipment.
 - Smoking on vehicles
 - Eating or drinking without medical necessity
 - Refusing to remain seated with seatbelts firmly secured
 - Defacing equipment.

Refusing to comply with the requirements outlined in this guide may result in permanent discontinuation of your service.

The Suspension Process

If a rider is reported or observed to be abusing the service in any way - including but not limited to those ways mentioned above, ClasTran will contact you to investigate. If your behavior or use of the service is determined to be in violation of ClasTran operational and safety policies, you will receive a written notice of service suspension that explains the reason(s) for the suspension.

Suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within the rider's control are:

- a sudden personal emergency or weather emergency or traffic delay
- sudden or worsening illness
- late arrival of the ClasTran vehicle
- a driver who does not provide appropriate assistance
- disruptive behavior caused by a disability

If the investigation reveals your disruptive behavior is due to a disability and beyond your control, your service may not be suspended. However, ClasTran may require you to

travel with a Personal Care Assistant (PCA) or companion to help control your behavior and prevent harm to you, other riders, or the driver. If a PCA or companion cannot help you control your behavior, and a safety or health hazard continues to exist, your service may be discontinued.

Appealing a Service Suspension

A written appeal must be sent to ClasTran. The Operations Manager will review the appeal. You will be notified of the outcome by telephone or mail after your appeal has been reviewed, within at least seven (7) working days after ClasTran receives the appeal.

Appeals must be mailed to ClasTran at:

ClasTran
c/o Appeals
P.O. Box 10386
Birmingham, AL 35202-0386

If the rider does not agree with the Operations Manager's decision, the rider may request a review by the ClasTran Contracts and Standards Committee.

Transportation will not be provided during the appeal process.