



## Important Ride Information

### Community Transit of United Community Action Partnership



EOE/AA/ADA

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

**Jackson Office**—115 South Hwy, Jackson, MN 56143; **Phone:** 507-847-2632; **Fax:** 507-847-4131;  
(Jackson, Cottonwood, Murray Counties)

**Email:** [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;  
(Rock or Pipestone Counties)

**Email:** [tprock@unitedcapmn.org](mailto:tprock@unitedcapmn.org)

**Marshall Office**—720 Kossuth Ave, Marshall, MN 56258; **Phone:** 507-537-7628; **Fax:** 507-401-3273;  
(Lincoln, Lyon, Redwood Counties)

**Email:** [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;  
(Pipestone or Rock Counties)

**Email:** [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 people of all ages, and our staff take their responsibility for the safety our passengers very seriously, especially those who may not be able to look out for themselves—namely, children and vulnerable adults. 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. Please read the information below to become familiar with our scheduling procedures. If you have further questions, please 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 know that parents and/or daycare providers are busy, but drivers are expected to wait for a wave from a responsible person prior to leaving when dropping off a child, to verify they are in safely in and acknowledged.**
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. Rates are listed below. A rate sheet can also be found on our website or requested from your local dispatch office. (Rates are subject to change with a 30 day notice.)

<b>In town:</b>	<b>\$2.00</b> , prescheduled	<b>Rural:</b>	0-7 miles	<b>\$2.00</b>
	<b>\$2.50</b> , scheduled the day of transportation		8-15 miles	<b>\$3.00</b>
			16-30 miles	<b>\$4.00</b>
			31-40 Miles	<b>\$5.00</b>
Children ages 3-12 traveling <i>with a paying adult</i> always ride for \$1.00.				

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.

- The **\$25.00 ride cards** do not expire, and they are not designated to a specific rider. Drivers will deduct the appropriate fare for each ride.
- The **\$80 Monthly Unlimited Ride Pass** is valid for an entire calendar month for a specified rider. It is good for unlimited bus travel **throughout the county**.
- The **\$70 Monthly Unlimited Ride Pass** is valid for an entire calendar month for a specified rider. It is good for unlimited bus travel **in town**. (0-7 miles)

**Riders need to pay when they ride, with tokens, ride cards or monthly passes. This includes children.) No prepay accepted.** Lanyards with zip pouches are available if needed to assist with sending money or holding payments. These may be attached to the outside of a child's backpack for easy access by the bus driver.

**To schedule rides, go to our website [www.communitytransitswmn.org](http://www.communitytransitswmn.org). Go to 'Services', 'Transportation' and 'Scheduling Rides' to find the Ride Request form.**

For more information, please call Community Transit of UCAP at the office in your area, from **the numbers provided at the top of this document**.

**THANK YOU** for trusting us with your transportation needs! We know they are important, and we promise to give you our best on every trip.

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