

# Colusa County Transit Policies

## **General Policies**

- All carry-on articles must fit without obstructing aisles.
- A one-way trip is completed each time the passenger arrives at a scheduled destination.
- A personnel attendant may ride with you when needed. We do not provide attendants.
- Colusa County Transit may refuse service to persons endangering other passengers, the driver, or the vehicles.
- Exact fare only. Drivers do not carry change. If required to make a stop for change you will be charged for the extra stop.
- No abusive, threatening, or obscene language or gestures.
- No changing of clothes or diapers.
- No hazardous materials or weapons of any kind shall be brought on board.
- No eating, drinking or smoking.
- No loud music, radios, or other sound-generating equipment.
- No unsealed liquids.
- Passengers are not allowed to ask other passengers for fares.
- Passengers needing respirators or portable oxygen are able to bring them on the transit bus.
- Pay upon entering the bus. To help in keeping the driver on time, please have the correct amount of fare or ticket ready when the bus arrives to pick you up.
- Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.
- Rides will not be provided without full payment of fares.
- Shirts, shoes, and pants must be worn at all times.
- You may not pay at the end of the trip.

## **Hospitals / Nursing Homes**

Riders with pick-ups at nursing homes and hospitals should meet the driver in front of the main lobby. Drivers are not permitted to go to rooms to pick up passengers. Nursing home staff should be ready to assist the individual out and back in the home if necessary. Passengers will be dropped off in front of the main lobby of the nursing home or hospital lobby.

## **Service Animals & Pets**

- All pets, except guide and service dogs must be in a commercially made pet carrier or cage that can be safely placed on the passenger's lap and does not require a separate seat.
- Please tell the dispatcher when an animal will be riding.
- Small pets and non-service or guide animals are allowed only if owners comply with the following rules.

- The animal must be completely enclosed within the pet carrier or cage at all times.
- The animal must not interfere with, disrupt, or disturb any service or guide animals on the vehicle.
- The carrier or cage must be constructed so that no bedding material or pet waste can exit.

## **Safety Rules**

- CCT is not an ambulance service. We are part of the public transportation system.
- Drivers cannot take wheelchairs up or down steps or on steep ramps that do not meet ADA standards. Ramps must be sloped at no more than a 1-inch rise for each 12 inches of horizontal travel, and be equipped with rails on each side, which prevent the wheels of the chair from rolling off the edge.
- Neither the driver nor the vehicle is equipped to provide medical care.
- Passengers must comply with public health standards while on the bus.
- We are not able to transport passengers who constitute a public health or safety hazard to themselves or others, due to bleeding, loss of body fluids, urgent medical conditions, contagious illness, or unsafe behavior. Persons who require constant medical monitoring should not use this service.
- Wheelchairs must have an operable and effective braking system. It must remain engaged at all times while on the lift and while the vehicle is in motion.
- Wheelchairs will be tied down to the floor. Wheelchairs must not exceed 30 inches in width and 48 inches in length and cannot weigh more than 600 pounds when occupied.
- Your ride will be shared with the public and will be provided on a first come, first served basis.

## **Senior Nutrition Center**

CCT also offers a free ride to the Senior Nutrition Center for seniors 60 and over. The center is located in Colusa at the Scout Cabin located at:  
901 Parkhill St.  
Colusa, CA 95932

The center provides a hot meal Monday through Thursday at 12:00 noon. All are welcome to come to Colusa for the meal. You do not have to live in Colusa to attend. Bingo is played on Wednesday. You will need to call the SNC at (530) 458-0271 to let them know you will be coming in for a hot meal, as they will have to order enough food for the day. Please call in by 9:00 am and leave a message of how many will be attending.

## **Out of County Medical Trips**

CCT offers transportation to out-of-county medical appointments. We transport to Chico, Davis, Lincoln, Marysville, Oroville, Roseville, Sacramento, Willows, Woodland and Yuba City. Medical appointments must be made before 2:00 pm - no exceptions.

The service is for medical services that are not provided for within the County. This program is Grant Sponsored, when funding runs out; the rides are stopped until further funds are provided. Donations are encouraged and accepted to help keep the program running longer.

- Drivers are not able to care for a passenger that is having minor surgery. You will have to have an attendant accompany you and care for your needs.
- Drivers do not attend the appointment or interpret for appointments. You may bring someone with you to be your attendant.
- Due to our limited funding, we are not able to provide for long-term cancer treatments (e.g., daily appointments for multiple weeks or 4-8 hour treatments).
- If you will be traveling with a child under the age of six who weighs less than 60 pounds, you must provide the child's safety seat. You will be responsible for properly securing the child in it.
- This is not an ambulance service. Your ride may be shared with other riders traveling in the same area and time frame. We are not equipped to handle gurneys.
- We will provide transportation only to and from the appointment.

### **Yuba City Trips**

CCT offers transportation to Yuba City. The service is available on Fridays only. Bus departs Colusa at 9:30 am and departs Yuba City at 1:30 pm. You may go to Wal-Mart or Social Security. If you want to go anywhere else, you can use the Yuba-Sutter Transit. This program is available July 1, 2009 thru June 30, 2010. There is no fee for the trip, which is sponsored by Stimulus funds (ARRA 2009) and administered through Colusa-Glenn-Trinity Community Action (CBSG). For information, please call (530) 458-0287.

### **Charter Trips**

- Charters are scheduled upon the availability of a driver. Drivers are not required to work charter trips.
- Current charter rates are available by contacting the transit office.
- Due to federal regulations governing the use of transit buses for private charters, the charter bus service shall not interfere with regularly scheduled service to the public or compete unfairly with private operators where private operators are willing and able to provide charter bus service.
- Food and drinks may be brought on board the bus for charter activities. Arrangements should be made, and a cleaning fee may be required.
- Passenger capacity is 19 passengers, or 16 passengers and 2 wheelchairs.

### **Ride Reservations**

- If you are going to an appointment or shopping and you do not know what time you will be ready for your return trip, it is best to call the office for this trip and we will schedule your pickup as soon as possible. Most business and medical facilities are happy to call for you.
- If you request a specific pickup or drop off time, you must be flexible enough to accept available times within 60 minutes of your preferred time.

- Reservation rides may be scheduled by calling the Transit office. You may also set up a schedule with the dispatcher for ongoing trips, e.g. daily trips to work, school.
- Return trips may be scheduled at the same time you schedule your first pick-up.
- When a pickup time is scheduled, you must be ready for the bus to arrive up to 15 minutes before or after that scheduled time. Due to scheduling constraints, the driver is only able to wait three minutes after arrival for you to be ready to leave. So, please be ready with your correct fare in hand.

## **Cancellations**

Rides must be canceled by calling the office prior to the bus showing up at your door. If you are unable to call in the morning during business hours, you may call the office and leave a message at any time.

Failure to show up for a scheduled ride will be considered a "No Show". Your ride may be denied after 3 "No Shows." If the bus comes to your home and you fail to come out after three minutes, you will be called in as a "No Show." You will have to reschedule your ride.

## **Lost and Found**

If you leave an item on the bus, please call CCT as soon as possible at (530) 458-0287 and tell the dispatcher the following information:

- Bus number
- Time you were on the bus
- Town you are in

If the item is found, we will either bring the item to you or you may pick it up at the office the next day. You will be asked to provide a description of the lost item and a phone number where we may contact you. All lost items are kept for up to 30 days. CCT is not responsible for lost or stolen articles.

## **Other**

At this time there is no Greyhound service in Colusa County. You may contact Greyhound service in Marysville (530) 742-7121, Chico (530) 343-8266, or Sacramento (916) 444-6858. Or call (800) 231-2222.