



## Fortuna Transit Riders Guide

As you can see, it is VERY IMPORTANT that you call to let the dispatcher know when your plans change and you are canceling your bus pickup. Otherwise, the following will occur:

**First Offense:** Rider will receive a phone call from Transit staff to remind the rider to call to cancel your trip.

**Second Offense:** Notification will be mailed stating the dates and times of the first and second offense and warn of impending suspension should a third offense occur within the current 90-day time period.

**Third Offense:** Notification will be mailed stating the dates and times of all three offenses and will notify the rider that you will be required to call in on the day you want to ride the bus. When there are no cancellations received by you within two weeks, we will go back to the regular call in.

In event of an emergency, we ask riders to furnish emergency contact information. Please fill out the attached form, "**Rider Emergency Information Form**" and turn into drivers or mail to Fortuna Transit, 5 Park St., Fortuna, CA 95540.

Please complete each line. If you do not have a friend or neighbor with a key to your home, that is understandable, but please complete all other information.

Thank you for your interest in the Fortuna Transit!

Fortuna Transit offers transportation for persons age 50 and up or persons with disabilities. We provide curb to curb transportation services within the city limits of Fortuna.

### USING FORTUNA TRANSIT:

Hours of operation are 8:30 am to 4:00 pm., Monday through Friday. Contact Fortuna Transit at 725-7625 between the hours of 8:00am – 5:00pm.

Riders can choose up to 3 destinations per day, depending on availability. The dispatcher will generally allow 30 minutes travel time, so that you reach your destination on time, while the driver picks up and delivers other scheduled riders along the way.

It is a reservation and dispatcher-based system – which means that you call dispatchers to schedule your pick-ups for times you need them.

It is a variable-route system, so the bus can come to your location to pick you up, and it can take you to the location(s) of your choice.

One-way returns: (Example: you walk to Safeway & need a bus to bring you home), please call the office before you leave home to make arrangements for your return trip. If you don't, the bus may not have availability to pick you up, due to other scheduled riders.

Call on the day of or the day before, for trips such as shopping, visiting friends, banking, or paying bills.

Call one week in advance to reserve a ride for hair, work, legal, physical therapy, lunch site and other non-medical appointments. Medical appointments may be made the day of or up to one calendar month in advance of the scheduled appointment.

### **SCHEDULING YOUR TRIP:**

When you call in to schedule your trip, you will need to give the following information:

- Your Name
- The address you wish to be picked up at
- The address of your destination
- The time of your appointment
- Will you be returning or is this just a one-way trip
- Will you be using a wheelchair or the lift

All passengers are expected to be ready 10 minutes prior to the scheduled pickup time to prevent other passengers from facing avoidable delays.

### **HELPERS:**

A helper is a person who assists someone whom is confined to a wheelchair needing assistance with grocery shopping or other errands needing assistance. The helper rides at no cost.

### **FARES:**

Cash ~ \$2 each time you board the bus  
Punch card ~ Provides 15 trips for \$20

Punch cards expire one year from date of purchase. Cards may be purchased from the driver or at the Parks & Recreation Office at 5 Park Street, in Rohner Park. Punch cards are non-refundable, and can not be replaced if lost or stolen.

### **TRANSIT CLOSURES:**

Holidays observed by Fortuna Transit are New Year's Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

### **MORE INFORMATION:**

- Seat belts are required while riding in the vehicle.
- Pets are allowed in carriers to veterinary appointments only.
- Note: A service animal is allowed on Fortuna Transit if it has been specifically trained to provide assistance to an individual with a disability. A companion animal does not qualify and will be required to be in a pet carrier.
- Smoking is not permitted on the bus.
- Drivers will help with a reasonable number of packages only (limit is 6 bags of groceries).
- No abuse will be tolerated, which includes verbal & physical, toward the driver or other passengers. Abusive incidents could involve the authorities. Verbal abuse will have one warning prior to a 2 week suspension.

### **CANCELLATIONS AND NO-SHOW POLICY:**

If you made an appointment for a ride and decide you do not need it please be sure to call and cancel your scheduled pick up.

Failure to let the Transit staff know ahead of time causes difficulties for the drivers and other passengers. If the driver arrives at your residence to pick you up, and you're not waiting to board the bus, the driver will let the Bus dispatcher know that there's no response.

The Bus dispatcher will call your house to check on you. If there has been no response to our knocks on your door or to our phone calls to your home, the police will be notified to check on you.

If the Police get no response, they may be authorized to break into your residence to check on your safety, as there have been, on rare occasions, instances when scheduled riders have fallen in their homes and couldn't get to a telephone to call for help.