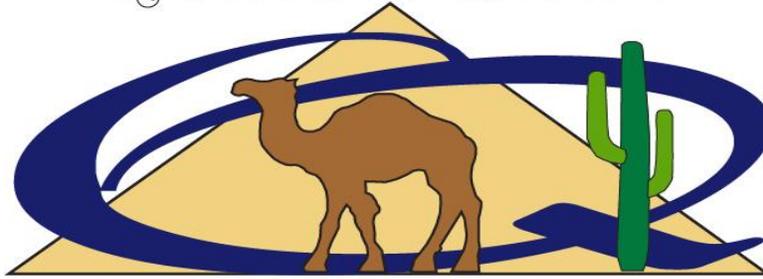


QUARTZSITE



*Camel Express*

<http://www.ci.quartzsite.az.us>

## **CAMEL EXPRESS RIDERS GUIDE**

**EFFECTIVE JULY 1, 2016**

Telephone Information and Reservations: (928) 927-4333 select option 3 Website [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us) TDD/TTY: 711 through the Arizona Relay Service.

Camel Express Transit Services provides curb to curb transportation for the general public in rural La Paz County and surrounding regions. Camel Express service may be used for work, medical appointments, education, meetings, shopping, recreation, appointments, events and much more. Our new Vehicles are wheelchair accessible and will carry up to 10 passengers and 2 mobility aids. In some instances traveling outside Quartzsite service area will require passengers to transfer to fixed route buses operated by other transit providers. This provides additional opportunities for passengers to access multiple regional destinations.

### **CURB TO CURB SERVICE**

Camel Express is a curb to curb demand responsive service. Passengers will not be assisted inside their homes or buildings. Passengers needing mobility assistance may provide their own Personal Care Attendant (PCA). Bus Operators may only assist passengers to the curb of a home, building or entrance of a facility as long as they are within sight of their vehicle. Camel Express vehicles cannot be left unattended. Camel Express is not structured to accommodate transportation needs in case of an emergency. If you have an emergency of any nature, call 911.

## **VISITORS**

Express is open to all passengers, visitors as well as local residences can ride in town or regionally.

## **SERVICE AREA**

The service areas for Camel Express include Blythe, California, Quartzsite, La Paz Valley, Rainbow Acres, and Long Term Camping Areas on Highway 95, Parker, Yuma and Lake Havasu City. If you need transportation to an alternative destination please call we have transportation resources available to assist your needs throughout the region. Passengers may travel round trip or one way.

## **SERVICE HOURS**

Monday through Thursday Quartzsite 6:00am-7:00am and 8:30am-5:00pm

Friday Quartzsite 6:00am-7:00am and 8:30 am-4:30pm

Monday, Wednesday, Friday Blythe 9:30am-4:30pm

Tuesday, Parker, Lake Havasu 8:30am-3:30pm

Thursday Yuma 8:30am-5:00pm

First pick up is available at 6:00am

Last pick up is available at 4:00pm

Service hours may be adjusted need and usage will direct changes

## **TRANSFERS**

Camel Express passengers can make transfers to YCAT in Yuma.

Camel Express passengers with Blythe destinations will transfer to Palo Verde Valley Transit at the K Mart stop. Camel Express will also pick up Blythe passengers bound for Quartzsite at the same stop.

## Fares

**Fares are paid for each one way trip.** Cash is the preferred method of payment. Please have exact fare, operators will not provide change.

Description	Basic	Discount
	All passengers age 19-59	Youth 5-18, 60 years old and older Persons with disabilities
One Way within town Limits	\$2.00	\$1.00
Each Additional Stop with in Town Limits	25 cents	25 cents
One Way between Quartzsite/Lake Havasu City or Yuma	\$10.00	\$8.00
One Way between Parker/Lake Havasu City or Quartzsite/Blythe	\$5.00	\$3.00
Town Limits 10 Ride Pass	\$17.50 based on \$1.75 per ride	\$7.50 based on 75 cents per ride
Regional 10 ride Pass	\$60.00 based on \$6.00 per ride	\$50.00 based on \$5.00 per ride
Quartzsite Monthly Pass	\$50.00	\$25.00
Monthly Pass all routes/services	\$150.00	\$100.00

Children under five ride free with a fare paying passenger age sixteen or older, up to two children. Seniors that are Quartzsite Residents participating in the AAA ticket program can ride all Camel Express routes/services using their tickets. Bus passes will be for sale at Quartzsite Town Hall, 465 N Plymouth and Quartzsite Area Chamber of Commerce and Tourism located at 1240 West Main Street Quartzsite.

## RESERVATIONS

Reservations scheduled for all passengers can be scheduled for next day service up to seven days in advance. Reservations can only be made Monday through Friday between 8:00am and 4:00pm. Reservations must be placed with a dispatcher they cannot be made via voice mail. Same day reservations are allowed on a space available basis. Please call at least one hour in advance. This trip may not be guaranteed so please have alternative travel arrangements. Certain hours of the day may be heavily booked, so the dispatcher may suggest an alternative time. We recommend flexibility; reservations are required for all trips. To schedule a trip please call 928-927-4333 choose option 3 for transit.

Please have the following information ready when you call:

First and last name number of passengers

Date and time for pickup or appointment

Time for return pickup

Complete street address

Whether you will travel with a Personal Care Attendant (PCA)

Will you be using a mobility aid.

Will you be traveling with children, (booster and car seats are available)

Bus operators are not able to accept or change reservations. If you need to make changes to your reservation, please call to request a change at least two hours prior to your reservation. Canceling a trip without notice deprives others of a trip. Passengers are asked to cancel as soon as possible, but no later than two hours prior to your trip. You may cancel anytime during reservation hours. If you cancel less than two hours prior to your scheduled pick up you are a late cancelation. Passengers who receive five late cancels within a 30 day period will be suspended for seven days. Passengers are expected to be ready when the bus arrives if you do not present yourself or if you cancel your trip after the bus arrives you are a no show. Passengers who receive three no shows within a 30 day period will be suspended for seven days.

## **MOBILITY TRAINING**

Camel Express offers Mobility Training for passengers who would like to learn about Camel Express and how to ride a bus. The service is free, for more information please contact Janet Collier at 928-927-4333 or email [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org).

## **MOBILITY DEVICES AND AIDS**

Passengers that need a mobility device to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter will be secured to their chairs. The wheelchair or scooter must have locking brakes or motors. Passengers may be asked to transfer to a seat on the bus. All common wheelchair and mobility devices will be transported. All mobility aids cannot exceed the maximum capacity of the lift on the vehicle (total passenger and mobility aid). If the mobility device cannot fit the lift platform the passenger will not be able to ride with the device. Mobility devices with leaking batteries or fluids, faulty brakes, flat or bent wheels will not be allowed to ride. Oxygen tanks are allowed on all vehicles, tanks should be secured at all times whether small or in a portable unit the passenger should have control over their movement.

## **FIVE MINUTE WAIT TIME**

The bus will wait five minutes maximum upon arrival for pickup. The Bus Operator will attempt to locate you and notify dispatch if they cannot. The Bus Operator will not search the interior of your home, a business, or medical facility. Passengers must be conspicuously located at the pickup location. Bus Operators will make an effort to ensure that passengers are picked up. This includes calling the passenger and using the horn. This is why it is so important to have a working contact number with the voice mail set up. The wait time will not take effect before the scheduled pick up time. If you have scheduled an out of town trip please be ready for pick up on time, being late impacts the length of your trip. If riding locally please be ready on time as well however allow for the increase of seasonal traffic.

## **PERSONAL CARE ATTENDANTS AND PHYSICAL BARRIERS**

Some passengers are unable to travel without the help of another person. Camel Express Bus Operators will assist passengers from the curb of their home to the curb of their destination. Bus Operators will not assist passengers inside a home or building or are not permitted to help passengers using a wheelchair up stairs, over curbs, or other physical barriers. Passengers, who need assistance to get in or out of buildings or up stairs, may provide their own Personal Care Attendant (PCA). The PCA will ride free but must travel with the passenger from the start to the end of their trip.

## **GENERAL RULES AND REGULATIONS**

1. All children under five or less than 60 pounds are required by law to travel in a child safety or booster seat, please let dispatch know at the time reservations are made if a seat is needed.
2. Passengers must remain seated and buckled in a seatbelt while the vehicle is moving.
3. Aisles should be kept clear and packages shall be secured by the passenger at all times.
4. Service animals are welcome. and must be under control of the passenger at all times Please advise the dispatcher when making a reservation that you will be bringing a service animal.
5. Bus Operators may not physically assist a passenger without first asking permission. If a passenger appears to need assistance in to or out of a vehicle, the Bus Operator will ask the passenger for permission to touch his or her arm or hand for assistance. Passengers must give permission before being touched by a Bus Operator.
6. Persons who appear intoxicated, disruptive, under the influence or have poor personal hygiene will not be transported; this will be at the

discretion of the Bus Operator. If a passenger becomes disruptive, the driver may call 911 for law enforcement assistance.

7. Smoking, (including use of electronic cigarettes) chewing tobacco and eating is prohibited on the bus; self contained non alcoholic beverages are permitted.

8. Pursuant to AZ. Statute 13-1203 a person commits assault by intentionally or knowingly causing physical injury to another person, this is a class 1 misdemeanor; intentionally placing others in reasonable apprehension of imminent physical injury is a class 2 misdemeanor; knowingly touching others with the intent to injure, insult, or provoke is a class 3 misdemeanor. Quartzsite Transit supports the above statute. Camel Express use is viewed as a privilege, supporting personal independence and should be treated with respect. Physical and or verbal abuse will not be tolerated and handled as per the statute. Violations are subject to suspension up to including termination of transit privileges and punishable by law.

#### TITLE VI AND CUSTOMER COMMENTS

Suggestions, comments and concerns forms are available on all transit vehicles. The Town looks forward to hearing from you. You may also submit forms in person, via mail or email to Transit Coordinator Janet Collier po box 2812 or visit Town Hall at 465 N Plymouth Quartzsite, Arizona 85346, telephone 928-927-4333, or Email [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org)

Town of Quartzsite complies with Title VI of the Civil Rights Act of 1964. Service will be provided without regard to race, color, national origin, age, sex or disability. To file a civil rights complaint contact ADOT Civil Rights Office, 1135 N. 22nd Avenue, Mail Drop 154A, Phoenix, AZ., 85009, call: (602) 712-7761 or email: [lschrader@azdot.gov](mailto:lschrader@azdot.gov) .