

Quartzsite Camel Express - All Services Provided By Reservation

Welcome

Welcome to Camel Express! The Town of Quartzsite operates a curb to curb Dial-A-Ride Demand Response Service throughout Quartzsite, Yuma, Parker, Lake Havasu City, Ehrenberg, AZ and Blythe, CA.

Camel Express can be used for work, medical appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs. We hope you will enjoy your ride on Camel Express.

Eligibility and Service Hours

General public service is provided throughout Quartzsite on an advance reservation basis and to Yuma, Parker, Lake Havasu City, Ehrenberg, AZ and Blythe, CA as defined by the schedules on the reverse side of this guide. All service is provided by **RESERVATION ONLY**.

Winter Service Schedule from October 1st. thru May 31st. - 8:00 a.m. to 5:00 p.m. First pick up will start at 8:30 AM and the last pick up of the day will be 4:00 p.m.

Summer Service Schedule from June 1st. thru September 30th. - 7:20 a.m. to 6:00 p.m. Last pick up of the day will be 5:00 p.m.

There is no service on Saturday, Sundays or holidays (New Years, Dr. Martin Luther King, Jr, Presidents, Memorial, Independence, Labor, Veterans, Thanksgiving or Christmas Day).

By Reservation Only

Camel Express offers a demand response service to Ehrenberg, AZ/Blythe, CA on the 2nd & 4th Wednesday. To Parker on the 2nd, 3rd and 4th Tuesday, to Lake Havasu City on the 1st Tuesday and to Yuma on the 1st & 3rd Thursday. The bus will travel to take the passenger to their direct destination in Quartzsite, Blythe, Yuma, Parker and Lake Havasu City.

The Bus will not travel unless there are pre-scheduled reservations. Once a trip reservation is made, deviations must be made for that trip through the main office.

Transfers

Camel Express passengers can make transfers to YCAT in Yuma, Desert Roadrunner in Blythe on Hobsonway at Rite Aid, in Parker at Parker Senior Center, in Lake Havasu City at Havasu Senior Center, Greyhound in Blythe, Yuma or Quartzsite and Amtrak in Yuma.

Connection to Other Transportation Services & Information

Desert Roadrunner: (760) 922-1140 or www.pvvtaz.com

La Paz County Transit: (928) 669-6155 or www.lpchd.com/transit

Havasu Mobility: (928) 453-7600 or <http://www.lhcaz.gov/operations/havasu-mobility>

Yuma County Area Transit (YCAT): (928) 783-2235, option 1 or www.ycat.az.gov

Greyhound: 1 (800) 231-2222 or www.greyhound.com

Amtrak: 1-800-872-7245 or www.amtrak.com

Parker Community Senior Center: (928) 669-9514 or e-mail seniorstaff@townofparkeraz.us

WACOG Mobility Management: (928) 753-1374 or www.wacog.com

Reservations

Call (928) 927-4333, option 3, 511 (toll free) or TDD/TTY 711 through the Relay Service for reservations.

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken Monday-Friday from 8:00 a.m. to 4:00 p.m. There is a voice mail box for reservations made after hours. Limited same day service may be available.

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; and
- Will you be traveling with children

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.

Trip Cancellations

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip. If we receive your cancellation call less than two hours, it will be noted as a "late cancellation". Any passenger who has three no-show or five late cancellations (based on 10% or greater of trips made) within a 30-day period will be suspended from using Camel Express for a 7-day period with longer suspensions for repeat offenders.

Wheelchairs, Mobility Training

All Camel Express vehicles are fully equipped with a wheelchair lift and a wheelchair securement area with space for up to two wheelchairs or mobility devices. The bus operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.

You can learn how to ride Camel Express for free! Mobility Training is available for anyone wanting independence and will teach you how to board and disembark a bus, access a bus stop and read a bus schedule. To request this FREE service, call (928) 927-4333 or email - jcollier@quartzsiteaz.org.

Western Arizona Council of Governments Service

This program is available to seniors age 60 years old or older traveling wherever Camel Express goes. **Call: (928) 927-4333 to apply.** Upon registration approval, WACOG will pay for your trips! Funding to support this service was provided in part or whole by grants through the Administration on Aging, the Arizona DES-DAAS and WACOG-AAA.

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 Manager, Janet Collier P.O. Box 2812 or visit Quartzsite Town Hall at 465 N. Plymouth Ave., Quartzsite, AZ 85346, telephone 928-927-4333, or email jcollier@quartzsiteaz.org.

Tips for Riding

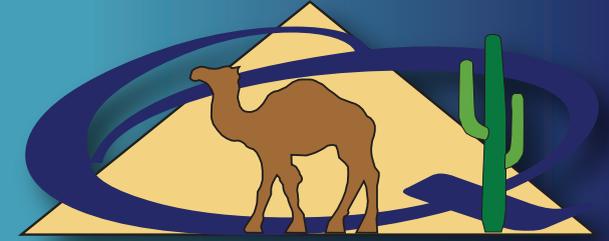
- Bus Operators may only assist passengers to the curb of a home, or building. Camel Express vehicles cannot be left unattended. Any other additional assistance will require the use of a personal care attendant (PCA). A PCA can accompany a person with disability at no additional charge. Limited assistance can be provided by the bus operator upon request.
- Space is limited, so limit yourself to five packages, that you can carry. That will leave room for more people on the vehicle. All aisles must remain clear.
- Just like the bus, Camel Express operates on a schedule. **Your pick up window is 15 minutes before or after the time requested.** We can't delay other passengers by waiting for anyone. Our drivers will only wait five minutes and drive on if the passenger has not arrived at the pick-up location.
- **Subscription Service** - For passengers that have a regular travel pattern (for the same trip on multiple days), subscription service is available on a limited basis. This puts passengers on a regular schedule, so you do not need to request every trip individually.
- Passengers with service animals or traveling with a respirator or portable oxygen supply are welcome on Camel Express.
- All passengers are required to wear seatbelts. Wheelchair passengers will wear a lap belt. Passengers may ask if they need a child car seat.
- Service animals are welcome and must be in control of the passenger. Let us know if you intend on bringing a service animal when making a reservation.
- Camel Express may refuse to provide service to an individual who engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others.
- Smoking, (including use of electronic cigarettes) chewing tobacco and eating is prohibited on the bus. Self-contained non-alcoholic beverages are permitted.
- 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

The 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. Language assistance is available upon request. To file a civil rights complaint contact ADOT Civil Rights Office, 206 S. 17th Avenue, Mail Drop 155A, Phoenix, Arizona 85007, call (602)712-8946 or email CivilRightsOffice@azdot.gov. To file an ADA-related complaint contact Janet Collier Transit Manager at Quartzsite Town Hall 465 N. Plymouth Avenue (928)927-4333 option 3, email jcollier@quartzsiteaz.org. "Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability."

Remember: Camel Express is a shared ride experience. You may have other passengers on the same bus as you.

QUARTZSITE



Camel Express

Ride Guide

All Rides by
Reservation Only



Schedule, Map, & Information

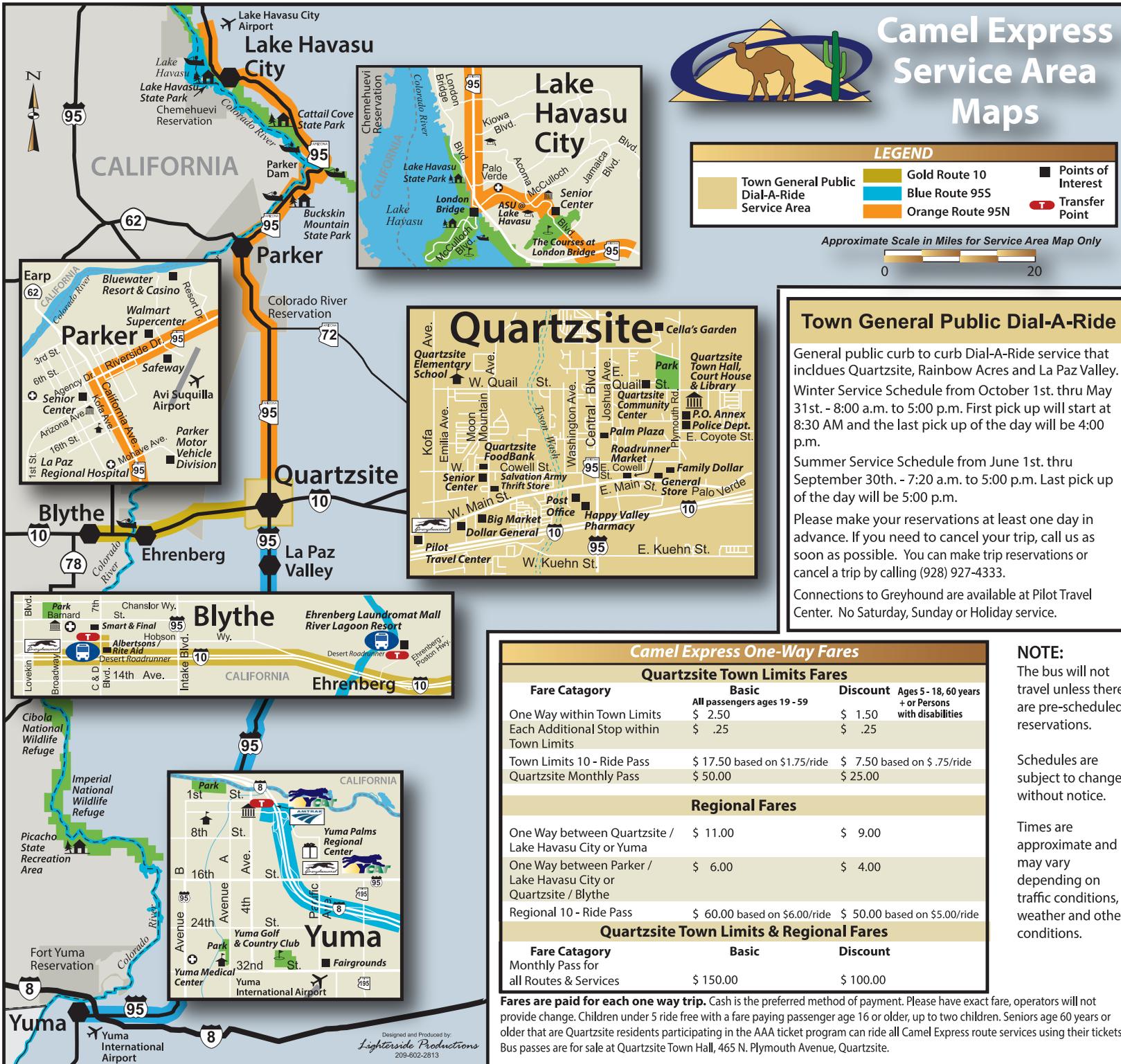
For more information call
(928) 927-4333

Toll Free - 511
TDD/TTY - 711

www.quartzsiteaz.org

Effective August 30, 2019



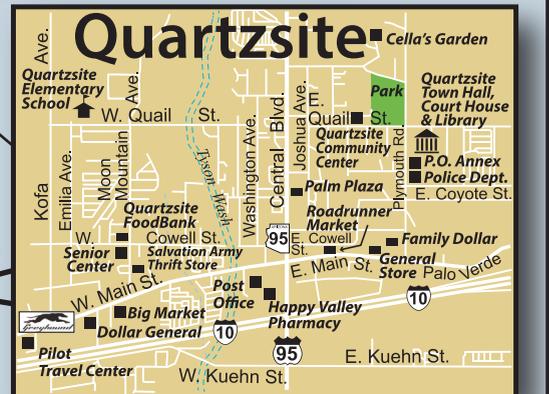


Camel Express Service Area Maps

LEGEND

- Town General Public Dial-A-Ride Service Area
- Gold Route 10
- Blue Route 95S
- Orange Route 95N
- Points of Interest
- Transfer Point

Approximate Scale in Miles for Service Area Map Only



Town General Public Dial-A-Ride

General public curb to curb Dial-A-Ride service that includes Quartzsite, Rainbow Acres and La Paz Valley. Winter Service Schedule from October 1st. thru May 31st. - 8:00 a.m. to 5:00 p.m. First pick up will start at 8:30 AM and the last pick up of the day will be 4:00 p.m. Summer Service Schedule from June 1st. thru September 30th. - 7:20 a.m. to 5:00 p.m. Last pick up of the day will be 5:00 p.m.

Please make your reservations at least one day in advance. If you need to cancel your trip, call us as soon as possible. You can make trip reservations or cancel a trip by calling (928) 927-4333.

Connections to Greyhound are available at Pilot Travel Center. No Saturday, Sunday or Holiday service.

Camel Express One-Way Fares

Fare Category	Quartzsite Town Limits Fares	
	Basic	Discount
One Way within Town Limits	All passengers ages 19 - 59 \$ 2.50	\$ 1.50
Each Additional Stop within Town Limits		\$.25
Town Limits 10 - Ride Pass	\$ 17.50 based on \$1.75/ride	\$ 7.50 based on \$.75/ride
Quartzsite Monthly Pass	\$ 50.00	\$ 25.00

Regional Fares		
Fare Category	Basic	Discount
One Way between Quartzsite / Lake Havasu City or Yuma	\$ 11.00	\$ 9.00
One Way between Parker / Lake Havasu City or Quartzsite / Blythe	\$ 6.00	\$ 4.00
Regional 10 - Ride Pass	\$ 60.00 based on \$6.00/ride	\$ 50.00 based on \$5.00/ride

Quartzsite Town Limits & Regional Fares		
Fare Category	Basic	Discount
Monthly Pass for all Routes & Services	\$ 150.00	\$ 100.00

Fares are paid for each one way trip. Cash is the preferred method of payment. Please have exact fare, operators will not provide change. Children under 5 ride free with a fare paying passenger age 16 or older, up to two children. Seniors age 60 years or older that are Quartzsite residents participating in the AAA ticket program can ride all Camel Express route services using their tickets. Bus passes are for sale at Quartzsite Town Hall, 465 N. Plymouth Avenue, Quartzsite.

Service By Reservation Only
Winter Schedule: October 1st. thru May 31st.

Winter Schedule for Gold Route 10 - Quartzsite to Blythe

Wednesday

Which Wednesday?	Leave Quartzsite @ Town Hall (call for pickup)	Depart Ehrenberg @ River Lagoon Resort	Depart Blythe @ Greyhound on Lovekin Blvd.	Depart Blythe @ Honsonway & Rite Aid	Depart Ehrenberg @ River Lagoon Resort	Arrive Quartzsite @ Town Hall
2nd & 4th	8:30 AM	9:25 AM	9:40 AM	12:40 PM	12:50 PM	1:15 PM

Curb to curb service provided in Quartzsite and Blythe only when making reservations with Camel Express.

Winter Schedule for Blue Route 95 South - Quartzsite to Yuma

Connections	1st & 4th Thursday of each Month				Connections
YCAT to Various Destinations from Downtown Yuma Transit Center @ 3rd. & Gila St.	Leave Quartzsite @ Town Hall	Arrive Yuma @ Downtown Yuma Transit Center* @ 3rd. & Gila St.	Depart Yuma @ Downtown Yuma Transit Center* @ 3rd. & Gila St.	Arrive Quartzsite @ Town Hall	YCAT to Camel Express @ Downtown Yuma Transit Center
	11:00 AM	8:30 AM	11:00 AM	2:30 PM	4:00 PM
					2:30 PM

*Bus to Algodones/Route 5 departs Downtown Yuma Transit Center @ 11:19 a.m. and arrives at 11:52 a.m. In order to get back to Quartzsite, passengers must be on the Route 5 that departs @ 1:52 p.m. Connections available to/from Greyhound upon request.

Winter Schedule for Orange Route 95 North - Quartzsite to Parker & Lake Havasu City

Tuesday

Which Tuesday?	Leave Quartzsite @ Town Hall	Arrive Parker @ Senior Center	Arrive Lake Havasu City @ Senior Center	Depart Lake Havasu City @ Senior Center	Depart Parker @ Senior Center	Arrive Quartzsite @ Town Hall
2nd, 3rd & 4th	8:30 AM	10:00 AM			12:45 PM	2:00 PM
1st	8:30 AM	10:00 AM	11:00 AM	1:45 PM	2:45 PM	4:00 PM

Curb to curb service provided in Quartzsite, Lake Havasu City, Parker and Yuma when making reservations with Camel Express.

Service By Reservation Only
Summer Schedule: June 1st. thru September 30th.

Service By Reservation Only
Winter Schedule: October 1st. thru May 31st.

Summer Schedule for Gold Route 10 - Quartzsite to Blythe

Wednesday

Which Wednesday?	Leave Quartzsite @ Town Hall (call for pickup)	Depart Ehrenberg @ River Lagoon Resort	Depart Blythe @ Greyhound on Lovekin Blvd.	Depart Blythe @ Honsonway & Rite Aid	Depart Ehrenberg @ River Lagoon Resort	Arrive Quartzsite @ Town Hall
2nd & 4th	7:20 AM	8:25 AM	8:35 AM	11:30 AM	11:35 AM	12:00 PM

Curb to curb service provided in Quartzsite and Blythe only when making reservations with Camel Express.

Summer Schedule for Blue Route 95 South - Quartzsite to Yuma

Connections	1st & 3rd Thursday of each Month				Connections
YCAT to Various Destinations from Downtown Yuma Transit Center @ 3rd. & Gila St.	Leave Quartzsite @ Town Hall	Arrive Yuma @ Downtown Yuma Transit Center* @ 3rd. & Gila St.	Depart Yuma @ Downtown Yuma Transit Center* @ 3rd. & Gila St.	Arrive Quartzsite @ Town Hall	YCAT to Camel Express @ Downtown Yuma Transit Center
	10:00 AM	7:20 AM	10:00 AM	2:30 PM	4:30 PM
					2:30 PM

*Bus to Algodones/Route 5 departs Downtown Yuma Transit Center @ 11:19 a.m. and arrives at 11:52 a.m. In order to get back to Quartzsite, passengers must be on the Route 5 that departs @ 1:52 p.m. Connections available to/from Greyhound upon request.

Summer Schedule for Orange Route 95 North - Quartzsite to Parker & Lake Havasu City

Tuesday

Which Tuesday?	Leave Quartzsite @ Town Hall	Arrive Parker @ Senior Center	Arrive Lake Havasu City @ Senior Center	Depart Lake Havasu City @ Senior Center	Depart Parker @ Senior Center	Arrive Quartzsite @ Town Hall
2nd, 3rd & 4th	7:20 AM	8:45 AM			11:45 AM	12:30 PM
1st	7:20 AM	8:45 AM	10:00 AM	1:30 PM	2:30 PM	3:15 PM

Curb to curb service provided in Quartzsite, Lake Havasu City, Parker and Yuma when making reservations with Camel Express.

Service By Reservation Only
Summer Schedule: June 1st. thru September 30th.