

# **QUARTZSITE TRANSIT RIDER'S GUIDE**

**EFFECTIVE MAY 1, 2014**

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

Quartzsite Transit Services provides curb to curb paratransit transportation services for the seniors and persons with disabilities in rural La Paz County. All passengers complete a rider intake form per Arizona Department of Transportation grant requirements. Service is provided to residents and visitors, meeting the criteria of seniors and persons with disabilities, with limited transportation for the general public. The Town's transit service may be used for work, medical appointments, educational classes, meetings, shopping, recreation, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs.

## **CURB TO CURB SERVICE**

1. Quartzsite Transit 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. Bus Operators may only assist passengers to the curb of a home, building or entrance of a facility as long as they are within the line of sight of their vehicle. Quartzsite Transit vehicles cannot be left unattended. Quartzsite Transit is not

structured to accommodate your transportation needs in case of an emergency. If you have an emergency of any nature, call 911.

### **VISITORS**

2. Visitors to Quartzsite who are seniors and persons with disabilities and otherwise qualify to use our transit may ride locally or out of town.

### **SERVICE AREA**

3. The boundaries for the transit service area include Blythe, CA, Quartzsite, Parker, Yuma and Lake Havasu City.

### **SERVICE HOURS**

4. Monday through Friday 8:30 AM to 3:00 PM first pick up is available at 8:30 am, last pick up of the day is 3:00 pm. Bus Operators are to return to Quartzsite Town Hall by 3:40 pm. 4:40 pm for out of town trips.

5. The Town does not provide service on weekends, New Years Day, Dr. Martin Luther King Jr. Day, and President's Day, Memorial Day, Independence Day Labor Day, Veterans Day, Thanksgiving Day the day after Thanksgiving or Christmas Day.

### **RESERVATIONS AND SCHEDULING A TRIP**

6. Reservations may be scheduled a minimum of one week and a maximum of 2 weeks in advance, for local as well as out of town trips. Passengers may not schedule a ride via voice mail but will need to speak with a dispatcher. Same day reservations are allowed on a space available basis. Certain hours of the day may be heavily booked, so the dispatcher may suggest a substitute time. The Town recommends

flexibility if your trip does not require a specific time. Reservations are required for all trips. To schedule a trip, please call (928) 927-4333 between 8:00 AM and 3:00 PM Monday – Friday. TDD/TTY: 711 through the Relay Service.

Please have the following information ready when you call

- Date and time for pick-up or appointment
- Complete name address and phone number
- Whether you will travel with a Personal Care Attendant (PCA), companion, service animal or mobility aid

7. Bus Operators are not able to accept or change reservations. If you need to make changes please call dispatch to request a change at least 2 hours prior to your reservation. Passengers may change an existing trip during reservation hours on the day before travel; however they will be accommodated on a space available basis.

### **CANCELING A TRIP/LATE CANCELS**

8. Canceling a trip without notice deprives others a trip. Passengers are asked to cancel as soon as possible, but no later than 2 hours prior to your trip. You may cancel anytime during the reservation hours or call after hours to leave a cancellation message, be sure to leave your name, address, and the date of the trip you are cancelling. If you cancel less than 2 hours from your scheduled pick up, you are a late cancellation. Passengers who receive five late cancels within a 30-day period will be suspended for seven days. Passengers who make more than five late cancels on a continuous basis may be suspended from service for up to one year.

## **NO SHOWS**

9. To prevent no-shows please present yourself when the bus arrives within the five minute wait time. If you do not or if you cancel your trip after the bus has arrived, you are a no show. Passengers who receive three no shows within a thirty day period will be suspended for seven days. Passengers who have more than 3 no shows on a continuous basis may be suspended for up to one year. Allowances will be made for medical emergencies and difficulties beyond passenger control. An appeals meeting may be scheduled with the transit coordinator call 928-927-4333 to schedule.

## **MOBILITY TRAINING**

10. Quartzsite Transit Services offers Mobility Training for passengers who would like to learn how to ride a bus. The service is free, for more information please contact Janet Collier, Transit Coordinator (928) 927-4333 or email [townhall@ci.quartzsite.az.us](mailto:townhall@ci.quartzsite.az.us).

## **FIVE MINUTE WAIT TIME**

11. The bus will wait five minutes maximum upon arrival for pickup. The Bus Operator will attempt to locate you and will 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 knocking on the door, 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 pickup on time, as the Bus Operator will only wait five minutes, 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.

### **MOBILITY DEVICES AND AIDS**

12. Passengers that use a mobility device or aid to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter may be secured to their chairs. The wheelchair or scooter must have locking brakes or motors. Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility aids cannot exceed the maximum capacity of the lift on the vehicle (total passenger and mobility aid). If the mobility device or aid cannot fit the lift platform, the passenger will not be able to ride with the device. Mobility devices or aids 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 weather small or in a portable unit the passenger should have control over their movement.

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

13. Some passengers are unable to travel without the help of another person. Quartzsite Transit Services Bus Operators will assist passengers from the curb of their home to the curb of their destination. Bus Operators will not assist the passenger 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 up stairs, or on elevators may provide their own Personal Care Attendant (PCA). The Bus Operator at his/her discretion may determine that a passenger requires assistance beyond what the passenger is able to provide. If this determination is made, all future trips will require the passenger use the services of a PCA. The PCA will ride free, however the PCA must travel with the passenger from the start to the end of the 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. The use of our transit service 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 [townhall@ci.quartzsite.az.us](mailto:townhall@ci.quartzsite.az.us).

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) .