

CITY OF CORCORAN
PUBLIC WORKS DEPARTMENT – CORCORAN AREA TRANSIT
POLICIES AND PROCEDURES

I. INTRODUCTION

The City of Corcoran (City) is committed to providing affordable quality services that enhance the safety, economic diversity, and environment, where citizens and employees can thrive in an atmosphere of courtesy, integrity and respect.

The City provides Dial a Ride services for the community of Corcoran and its fringe area. This service is provided by the Corcoran Area Transit (CAT) division and is part of the Public Works Department. CAT operates an origin to destination service and not a door-to-door or curb-to-curb service since Transit Operators are not to leave their buses unattended at any time while in service.

II. PURPOSE

The purpose of this policy sets forth written guidelines for the Transit Division and provides operating procedures for both employees and the general public's use of the Corcoran Area Transit (CAT). The procedure identifies certain responsibilities of the CAT Supervisor, Dispatcher, Transit Operator ("Driver"), Passenger and Personal Care Attendants.

III. POLICY

The Public Works Director has overall responsibility for administration of this policy and may delineate responsibility through the Transit Division.

Implementation of policy will become effective once adopted by City of Corcoran City Council and may be amended as deemed necessary.

Any exceptions to the stated policies must be approved by the Public Works Director.

See attached Exhibits:

- A. Transit Definitions, Acronyms and Commonly Used Terms
- B. Policies
- C. Procedures

TRANSIT DEFINITIONS, ACRONYMS, AND COMMONLY USED TERMS

ADA.....	Americans with Disabilities Act
Cancellations.....	Passenger has concluded that they will not need the CAT service and calls Dispatcher to terminate pick-up
Carry-On Packages.....	Only two (2) items allowed per passenger. Items must be easy to carry on board the bus and must be secured safely and not take up any passenger seating
CAT.....	Corcoran Area Transit, also known as Dial-A-Ride
Depot	Transit Dispatch Center
Dispatcher.....	Receives calls and relays calls to Transit Operator
DMV.....	Department of Motor Vehicles
ETA.....	Estimated Time of Arrival
Fare.....	The money a passenger on public transportation must pay
General Handicap.....	Has obtained a DMV disabled persons placard identification card, receipt including valid photo identification card or form from CA with passenger and physician completion
Mobility Devices & Wheelchairs.....	Walkers, Wheelchairs, and motorized wheelchairs
No Show.....	Is when Transit Operator arrives at the origin of pick-up and waits for three (3) minutes, if passengers do not board the bus, the driver must leave location
On Time Window.....	Transit Operator arrives from 10 minutes before or after a scheduled pick-up
Passenger.....	Rider

TRANSIT DEFINITIONS, ACRONYMS, AND COMMONLY USED TERMS

Personal Care Attendant.....	A person who is assisting a handicap passenger and or a senior citizen who is unable to board or disembark the CAT bus on their own will
Radio 10 Codes.....	Also known as 10 Codes. General radio terminology used to transmit messages
Reservation / Scheduled pick up.....	Passenger calls up to two weeks in advance or one hour in advance
Same Day Calls.....	Calls placed requesting a pick-up during that current day
Service Animals.....	An animal trained to assist with specific duties or functions that the passenger cannot perform due to a disability
Transit Coordinator.....	Supervisor
Transit Operator.....	Driver
Walk-on.....	Passengers who have not called for a pick-up but may board a bus when the Transit Operator has pulled over into a safe location

TRANSIT POLICIES

I. TRANSIT OPERATOR, DISPATCHER, & TRANSIT COORDINATOR

A. On-Time Performance

1. Transit Operators will perform all trips within a reasonable period. Passengers may request an ETA (Estimated Time of Arrival). Please keep in mind this time is estimation and that at times unforeseen situations may arise and will delay Transit Operator's arrival.

B. On-Time Window

1. Corcoran Area Transit buses are considered on time if it arrives from 10 minutes before to 10 minutes after your scheduled time.

- For example: If you have a reservation / Scheduled Pick-up for 10:00 a.m., the CAT buses would be considered on time if it showed up anytime between 9:50 a.m. to 10:10 a.m. Those 20 minutes are known as the "on-time window."

C. Operator No-Show

1. All passengers shall be ready for pick-up once request has been placed. Operator will only wait three (3) minutes, before leaving pick-up location. Transit Operator will clear with dispatcher or Transit Coordinator of No-Show for documentation purposes. (Refer to No-Show Policy) Depot will document all No-Shows for all pick-ups.

2. All reservation / Scheduled pick-up's must be ready within a (-/+) 10 minute window. As a reminder, the Transit Operator will only wait three (3) minutes.

D. Walk-On Passengers

1. Transit Operators will only stop for walk-on passengers if location is clear and safe.

2. Operator will not pick-up walk-on when in route to breaks or lunch and or end of shift due to documentation of Revenue miles and hours.

E. No-Show

1. Any passengers with three (3) consecutive no-shows will be suspended for service for two (2) weeks. Second offense within a 30-day period will result in

suspension for 30 days. (Weekends and Holidays will not be counted towards day of suspension being that CAT operations are Monday–Friday.)

F. Cancellations

Cancellations of schedule pick-ups must be called in 30 minutes prior to pick-up.

1. Same day calls must be cancelled as soon as possible, if Transit Operator is already at pick-up location and cancellation call is received while Transit Operator is waiting outside pick up location this call will not be considered a cancelled but will be considered No-Show. (Please refer to No-Show Policy)

G. Gifts and Tips

1. Transit Operators and Dispatchers are not to accept any type of gifts or tips from passengers

II. PASSENGERS

A. Reservations / Scheduled Pick-Up's

1. Passengers may call up to two weeks in advance or one hour in advance for a reservation / scheduled pick-up; however, passengers requesting a pick-up between the hours of 6:30 a.m. to 8:00 a.m. must call at least the business day before for availability.

2. There will **NOT** be a priority list for ADA and or any other passengers. Reservation / Scheduled pick-up are accepted on the availability of Transit Operator's schedules and the availability of open periods between the hours of 6:30 a.m. to 5:30 p.m.

B. Same Day Service

1. Passengers may call the dispatcher for same day pick-ups; however, keep in mind that there are instances where CAT would not be accepting calls due to high call volume and or availability of Transit Operators.

C. Seat Belt and Passenger Safety

1. All passengers should remain seated until the vehicle comes to a complete, safe stop. Passengers are encouraged to use the seat belts and other securement devices provided on the bus for their safety.

D. Mobility Devices & Wheelchairs

1. All CAT buses are equipped with passenger lifts that meet ADA specifications. These lifts will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48” by 30”, with a total weight of up to 600 pounds including the passenger.

2. For safety reasons please be sure that the wheelchair or mobility device is properly maintained in accordance with manufacture’s specifications. CAT may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to passenger, Transit Operator, other passengers, or to City equipment.

E. Carry-on Packages

1. Carry-on packages are limited to two (2) per passenger. The packages must be able to be easily carried on board and secured safely.

2. Shopping carts from any grocery store are not permitted on transit buses; however, small personal shopping carts are permitted. Passengers are responsible for securing their carts.

3. Strollers must be folded up prior to boarding CAT.

4. Due to safety reasons **NO** Passengers may transport explosives, acids, flammable liquids or other hazardous or illegal materials.

F. Service Animals

Service animal must be under constant control of its owner or handler.

1. Animals in cages are not permitted to board the CAT bus

2. You will need to inform dispatcher when requesting a ride that you will be traveling with a service animal.

G. Gifts and Tips

1. Passengers shall not provide tips or gifts to Transit Operators and Dispatchers.

TRANSIT PROCEDURES

I. TRANSIT OPERATORS, DISPATCHER, & TRANSIT COORDINATOR

A. Leaving a No-Show location

1. Transit Operator will inform dispatcher of no-show, dispatcher as well as Transit Operator will then document No-Show.
2. Transit Operator will only leave location if Dispatcher approves and considers incident to be an actual No-Show.

B. Accidents-Transit Operators and Dispatchers

1. If any type of accidents arises, then the Transit Operator must radio in to dispatch and inform them of situation.
2. Dispatch will inform the Transit Coordinator of situation; however, when Transit Coordinator is not available, and situation in an emergency Dispatch must call 911.
3. Depot will then inform the Public Works Director of situation and Transit Operator and Dispatcher will need to complete an incident report within 24 hours and must also follow accident testing laws.
4. Transit Coordinator will then advise City Clerk and follow all insurance procedures.

C. 2-Way Radio Communications

1. Transit Operators and Dispatcher are to use 10 codes.
2. Transit Operators and Dispatchers are to verify radio is open for open dialogue
3. A 2-way radio is only to be used when work related. All personal conversations are to take place on personal time.

D. Cell Phones

1. Transit Operators are not to use a personal cell phone during work hours or while bus is in revenue hours since this may cause a distraction.

2. City issued cell phones may be used when calling a business looking for passenger and Driver must only do so when bus is stopped and is in a safe area.

II. PASSENGERS

A. Same day calls

1. Passengers may call for same day pick-ups; however, same day pick-ups will only be accepted depending on Transit Operator availability, call volume for periods and insurance of no interference with scheduled pick-ups.
 - Same day calls are received at the Depot from the hours of 8:00 a.m. to 5:00 p.m. and only Monday through Friday.

B. Be sure of Destination

1. Once the pick-up call has been placed passenger must inform dispatcher of destination. When boarding the CAT bus passenger must also inform Transit Operator of destination. Passenger may **NOT** change destination once bus is in route; doing so will result in an additional charge per passenger.

C. Exact Fare

1. Always use exact change. Transit Operators do not carry change.
2. Fare must be paid in cash or with \$5.00 / \$10.00 tokens that may be purchased from the Transit Operator or at the Corcoran Depot.
3. Fare must be paid at the pick-up location and not at the drop-off. The only exception is for students who have been sent home sick and parent will be waiting for the bus with correct fare.
4. Children from the ages of 8 years and up traveling without an adult will need to pay the general fare and not the youth fare.

D. General Handicap / ADA Passengers

To qualify as a general handicap and or have ADA status the following must be submitted every two years.

1. DMV-Disabled persons placard identification card / receipt including a valid photo identification card.

2. You may also pick-up a General Handicap Form at the Depot that must be completed by passenger and their physician.

E. Personal Care Attendant

When an attendant is accompany passenger they must inform dispatcher when requesting pick-up.

1. Attendant is required to help the passenger at all times. Attendant must have the same pick-up location and drop-off location. Attendant will help passenger on or off the lift to be considered an attendant.

F. Smoking and Eating, etc:

1. Smoking eating, drinking, loud music, abusive language or conduct, alcohol, drugs or weapons of any kind are **NOT** permitted on board the CAT bus.

G. Passenger Disruption

1. To ensure the safety of all passengers, please keep conversations with the Transit Operator to a minimum when the bus is in motion.
2. Please keep noise level to a minimum.