

# Guide for Scheduled Ride Services by Reservation

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#1 Fifth Street

Elkins, WV 26241

[countryroadstransit.com](http://countryroadstransit.com)

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## **INTRODUCTION**

Country Roads Transit provides public transit service in Randolph and Upshur counties and to and from Clarksburg area medical centers. Our goal is to provide caring, first-class service to our passengers, our community, and to each other. Our vehicles are clean safe, comfortable and well-maintained, and our drivers are trained to serve you.

Our demand service provides curb-to-curb service over and above our route service. Call us to see if we can provide service at 304-636-6472 weekdays from 8:00 am to 4:00 pm.

## **SERVICE HOURS**

Country Roads Transit demand service operates Monday through Friday. Depending on your location, trips can be scheduled for pickup as early as 8:15 a.m. and a drop-off as late as 3:30 p.m. No service is provided on Saturdays, Sundays, and the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- West Virginia Day
- 4th of July
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

## **FARES**

We will determine the fare when you schedule the trip. A fare is charged for each leg of the trip.

## **CURB-TO-CURB SERVICE**

Country Road Transit provides curb-to-curb service. Drivers may not enter a passenger's residence.

## **PERSONAL CARE ATTENDANTS**

If you require the assistance of a personal care attendant, the personal care attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. Of course, the attendant must get on and off at the same locations as you do.

## **SERVICE ANIMALS**

Service animals are always welcome. The passenger must have the service animal fully under control at all times. Under the ADA, emotional support animals are not service animals. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

## **SCHEDULING RIDES**

Rides can be scheduled the business day before the trip or up to 14 days in advance. To schedule a ride, please call 304-636-6472 weekdays 8:00 a.m. and 4:00 p.m. We offer reoccurring trips when possible.

To help serve you better, we ask that you observe the following 3 tips:

- Prepare for your call

- Note your trip information.
- Be ready to go at the scheduled time.
- Call for your return trip.

### **Prepare for your call**

Please have the following information ready when you call:

- Name
- Date of travel
- Pickup address
- Destination address
- Desired pickup with appointment time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, one or more companions, or service animal will accompany you

The dispatcher will let you know your pickup time. Country Roads Transit will make every effort to schedule your trip at the desired times.

### **Note your trip information.**

Please write your pickup time down. This will help you remember it. If you have a calendar, write the time on it.

### **Be ready to go at the scheduled time.**

Please be ready to go 5 minutes before the scheduled pickup time. Country Road Transit makes every effort to arrive as close to the scheduled pickup time as possible.

However, we may arrive up to 5 minutes before or 5 minutes after the scheduled pickup time.

Example: If you schedule a 9:30 a.m. pickup, the vehicle may arrive between 9:25 a.m. and 9:35 a.m.

This 10-minute window (of 5 minutes before to 5 minutes after the scheduled time) is called the pickup window. Drivers, after arriving within the pickup window, will wait up to 5 minutes. Any passenger, who is not at his or her scheduled pickup point and ready to go by that time, will be considered a no-show, and the driver will leave to pick up other riders.

### **Call for your return trip.**

When you are ready to return home, please (304) 636-6472 and we will pick you up as soon as possible. Please remember that all trips must be completed by 3:30 p.m.

## **CANCELLATIONS**

If you are unable to make your scheduled ride for any reason, please call 304-636-6472 no later than 4:00 p.m. the business day before to cancel your ride. Drivers cannot make schedule changes for you. Cancellations made within 1 hour before the scheduled trip will be considered a no-show.

## **NO-SHOW POLICY**

A no-show occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel the business day before your scheduled trip.
- You are not ready within 5 minutes of the driver's arrival during the pickup window

You may be suspended if you are a no-show.

## **WHEELCHAIRS**

The ADA defines a wheelchair as a mobility aid belonging to any class of 3- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. We will make every effort to transport you and your wheelchair. However, if you and your wheelchair weigh more than what our wheelchair lifts are rated to carry or the wheelchair is too big for the lift platform, we will be unable to transport you. If it appears that the vehicle lift is strained, we will not be able to provide service until we have performed an evaluation. Please call us at 304-636-6472 for an evaluation to determine whether we can accommodate your mobility device.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment.

In the case where a mobility device is incapable of being properly secured by the securement devices, the driver will recommend that you transfer to a seat. In those cases, it will be up to you to decide to continue with the ride.

## **DRIVER ASSISTANCE**

Our drivers are professionals who are specially trained to serve you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps
- Secure your wheelchair.

To ensure your safety and the safety of our drivers, drivers will NOT:

- Assist passengers using wheelchairs up or down steps or steep/narrow ramps
- Carry packages
- Dress passengers

- Search a passenger's body for appropriate fare or ticket
- Clear pathways of ice, snow, or other barriers
- Serve as personal care attendants or babysitters or provide any medical services.

Please arrange for someone else to assist you.

## **GENERAL RIDERSHIP POLICIES**

Please visit our website, [countryroadstransit.com](http://countryroadstransit.com), for additional rider policies.

Thank you for riding Country Roads Transit.