

February 2017



# Rider's Handbook



**ClasTran**  
PO Box 10386  
Birmingham, AL 35202-0386  
Phone: 205-325-8787  
Toll Free: 1-877-826-7876  
TDD: 205-325-8129

“Developing Partnerships to Meet the Challenge”

# Table of Contents

Introduction.....	1
Conduct on Vehicles.....	2
Jefferson and Shelby Counties.....	3
Fare Collection.....	3
Walker County.....	4
Holidays.....	5
Purchase Tickets.....	5
Scheduling a Ride.....	6
Cancelling a Reservation.....	6
Children.....	7
Medical Equipment.....	7
Pick-up and Drop-off.....	8
No-Show/Late Cancellation.....	8
Companions.....	9
Personal Care Attendant.....	9
Service Animals.....	9
Packages.....	9
Wheelchairs.....	10
Subscription Trips.....	10
Rider Responsibilities.....	11
Driver Responsibilities.....	12
Drivers Are Not Permitted To.....	13
Causes for Suspension of Service.....	14
Suspension Process.....	15
Appealing a Suspension.....	16
Comments.....	16
Complaint Procedures.....	17

# Introduction

This handbook informs riders of the policies and procedures established by ClasTran to provide safe and efficient transportation services.

In Jefferson and Shelby counties, ClasTran provides curb-to-curb demand-response service. It is the responsibility of the rider to arrange for assistance from curb to door, if needed.

All service is shared ride. This means there may be other people on the vehicle with you. The driver may stop to pick up or drop off other people on the way to your destination. This may cause delays and your patience is appreciated.

Please visit ClasTran's website at [www.clastran.com](http://www.clastran.com) for more information. An application is available for riders in the Jefferson/Shelby County urbanized areas and an information sheet is available for riders in the rural areas of Jefferson/Shelby and all of Walker County.

You may contact ClasTran between 8:00 a.m. and 5:00 p.m. Monday through Friday at:

Phone:	205-325-8787
TDD:	205-325-8129
Toll Free:	877-826-7876
Email:	<a href="mailto:othomas@clastran.com">othomas@clastran.com</a>
U.S. Mail:	PO Box 10386 Birmingham, AL 35202

This handbook is available in audio format upon request.

# Conduct on Vehicles

The following is never allowed when riding on ClasTran vehicles:

- Smoking
- Inappropriate displays of affection or sexual advances
- Eating or drinking on board unless medically necessary
- Riding under the influence of alcohol or illegal drugs
- Littering
- Profanity
- Playing radios or other devices without the use of headphones
- Threats of physical harm to self or others
- Verbal, nonverbal, or physical harassment
- Unauthorized use or willful damage to vehicle or equipment
- Refusing to abide by Alabama State law regarding seatbelt usage
- Criminal conduct defined in and/or prohibited by the Alabama Penal Code

NOTE: Repeated violation of these rules may result in permanent discontinuation of service.

# Jefferson and Shelby Counties

## Demand Response Service

This is a shared use curb-to-curb service that operates in response to advance reservation. A vehicle is scheduled to pick up the passenger and transport to the desired destination.

### Hours

Monday through Friday

7:00 a.m. – 5:00 p.m.\*

\*Riders will arrive at their final destination by this time.

### Fare

\$4.00 one-way trip

\$8.00 round trip

## Fare Collection

Fares will be collected by the driver at the beginning of the trip. Any combination of cash, check, money order, or ClasTran ticket will be accepted. **Correct fare must be provided to the driver. Drivers do not make change.** All riders will receive a receipt from the driver if paying by cash, check, or money order. Medicaid vouchers are not accepted. ClasTran charges a \$25 service fee for all returned checks. **All checks and money orders must be payable to ClasTran.**

\*Now accepting Visa and MasterCard ticket purchases within the ClasTran office in person or by phone. There will be a 2% service fee added for all credit/debit card purchases.

# Walker County

In addition to boarding the bus at specified stops, the bus will deviate from the route to pick up passengers who are located within  $\frac{3}{4}$  of a mile from the route and are unable to get to the bus stop. Please call ClasTran at least 24 hours in advance to make a reservation: 877-826-7876.

## County Routes

All county routes connect to the City of Jasper route.

Hours	Fare <sup>1</sup>
Wednesdays	\$4.00 one way
8:00 a.m. – 12:30 p.m.	\$8.00 round trip

## City of Jasper

Hours	Fare <sup>1</sup>
Monday through Friday	50¢ one way trip <sup>1</sup>
6:30 a.m. – 6:30 p.m.	\$10 annual pass <sup>2</sup>

### Americans with Disabilities Act

- All vehicles are lift-equipped
- All stops are announced by the driver

*Passengers using route deviation:* Fare is \$1.00 for a one-way trip. Annual passes are not available.

<sup>1</sup>Please refer to “Fare Collection” (p.3) and “Purchase Tickets” (p.5)

<sup>2</sup>Contact ClasTran for information on purchasing an annual pass

# Holidays

Service is not offered on the following holidays:

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

NOTE: Only dialysis trips are provided on holidays, but **no trips are provided on Thanksgiving Day or Christmas Day.**

# Purchase Tickets

## By U.S. Mail

ClasTran

PO Box 10386

Birmingham, AL 35202

## In Person

(Mail is not received at this location.)

2121 Rev. Abraham Woods, Jr. Blvd.

Suite 1100

Birmingham, AL 35203

## By Phone

205-325-8787

## Scheduling a Ride

Call (205) 325-8787 or (877) 826-7876 Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. You may leave a voicemail message if calling after hours or on weekends.

Reservations can be made a maximum of 14 days in advance. Reservations for next day service **MUST** be made by 11:00 a.m. Same day service is not provided and all reservations are based on availability.

You will need to have the following information ready when you call:

- First and last name of rider
- Date of trip
- Address and phone number of pick-up location
- Address and phone number of drop-off location
- Requested arrival time / appointment time
- Requested return time, if return trip
- Notify if you will be using a wheelchair and/or traveling with a personal care attendant, companion, or service animal

Occasionally a dispatcher may ask you to change your requested appointment date and/or time in order to accommodate your request.

**NOTE:** Personal trips cannot be made in conjunction with agency trips.

## Cancelling a Reservation

You must call (205) 325-8787 or (877) 826-7876 at least **two hours before** your scheduled pick-up time to cancel a trip.

## Children

Children under 12 years of age must be accompanied by an adult. Children 12 and over may travel alone on a case-by-case basis.

A car seat or booster seat must be used for any child under six years of age. Rear-facing car seats are recommended until the child is one year old or 20 pounds. Forward-facing car seats should be used until the child is five years old or weighs 40 pounds. Alabama law requires children to ride in booster seats until reaching six years of age.

ClasTran does not provide child safety seats and drivers are not permitted to secure child safety seats. It is the responsibility of the rider to provide and secure the safety seat. All children must be secured in an appropriate device or seatbelt while the vehicle is in motion.

When calling to make a reservation, please advise if you will be riding with a child. All children will be charged the same fare as the rider.

## Medical Equipment

Riders may bring a respirator, portable oxygen, and/or other medical equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must be small enough to fit in the vehicle and be fully secured during transport.

## Pick-up and Drop-off

Every attempt is made to pick up as close to the scheduled time as possible. The vehicle may arrive from 15 minutes before your scheduled pick-up time to 15 minutes after your scheduled pick-up time. Please be ready at least 15 minutes before the scheduled pick-up time so the driver can stay on schedule. If the vehicle has not arrived by 15 minutes after your scheduled time, call ClasTran to report the situation and receive further assistance. Riders do not have to board the vehicle before/after the scheduled 30-minute pick-up window.

You should call ClasTran if you will be late. If you cannot be located within 5 minutes of scheduled pick-up, a dispatcher will attempt to call you. If you still cannot be located, the driver will be instructed to proceed with his/her schedule.

## No-Show / Late Cancellation

Riders will be considered a no-show / late cancellation if:

- A trip is not cancelled at least two hours before the scheduled pick-up time
- The rider does not board the vehicle within five minutes of the pick-up time
- If the driver arrives at the destination address and the rider is not available or does not take the trip

Excessive cancellations and/or three no-shows within a rolling three month window may result in a 30-day suspension of service.

## Companions

A rider may travel with one companion for the same fare as the rider. A companion is not a personal care attendant. A companion travels with the rider for company, not for assistance. When calling to make a reservation, please advise if you will be riding with a companion.

## Personal Care Attendant

A Personal Care Attendant (PCA) is someone who assists the rider with mobility. A PCA will be allowed to ride without charge when accompanying the eligible individual to or from the same origin and destination. A PCA and a fare-paying companion may both travel with you on the same trip. When calling to make a reservation, please advise if you will be riding with a PCA.

## Service Animals

Riders may travel with a service animal, but pets will not be transported. When calling to make a reservation, please advise if you will be accompanied by a service animal.

## Packages

Customers must only carry packages that they can handle alone. Packages must not occupy a seat or create a safety hazard.

**NOTE:**      **Operators can only assist with carrying packages on and off the vehicle.**

# Wheelchairs

All vehicles equipped with lifts or ramps meet specifications under the Americans with Disabilities Act of 1990. They will accommodate mobility devices up to 48" x 30" with a maximum weight of 600 pounds when occupied. ClasTran cannot transport mobility devices that exceed these standards or wheelchairs in poor condition.

Please be aware that a rider's safety cannot be guaranteed if riders choose to remain seated in three-wheeled scooters or rolling walkers with a seat during transport.

# Subscription Trips

A subscription trip is one the rider takes:

- From the same pick-up location
- To the same drop-off location
- At the same time of day and/or
- On the same day(s) of the week

Subscription trips are scheduled automatically. You only need to reserve them once **unless** you need to change the subscription. Trips can be scheduled for as long as the rider needs the subscription. Permanent changes to a subscription should be made at least one week in advance. The rider should specify that a particular trip on a particular date, not the subscription, is being cancelled.

Please note that:

- Service is based on availability.
- Personal trips cannot be made in conjunction with agency trips.

# Rider Responsibilities

Riders have the responsibility to:

- Treat other riders, drivers, and ClasTran staff with courtesy and respect.
- Read all sections of the Handbook.
- Make reservations at least one day in advance.
- Cancel trips two hours in advance.
- Provide entry if the pick-up address is located inside a gated community or other place with special access.
- Call to report if ClasTran has not arrived by 15-minutes after your scheduled pick-up time.
- Pay the correct fare at the time of service. Drivers do not make change. **You will not be transported if correct fare is not provided.**
- Wear seatbelts. Failure to do so may result in termination of transportation.
- Be at pick-up location on time. Sufficient time will be provided for the rider to board and exit the vehicle. If additional time is required, the driver may ask the rider to use the lift in order to keep a timely schedule.
- Insure that mobility aids are in standard operating condition.
- Maintain acceptable standards of personal hygiene.
- Board the vehicle with packages you can carry alone. Packages must not occupy a seat or create a safety hazard.
- Provide updates of address changes, telephone numbers, emergency contact, change in physical condition or equipment used, etc.

# Driver Responsibilities

Drivers have the responsibility to:

- Treat riders, ClasTran staff, and the general public with courtesy and respect.
- Wear ID badge issued by ClasTran at all times and present a neat, professional appearance.
- Ensure safe drop-off of riders, which includes, at a minimum, visually watching the rider until he/she has safely entered the door. In some cases this may also include contacting dispatch to make sure that an attendant is available to meet a rider needing assistance from the curb to the door.
- Use the incident/accident form to report concerns that may cause an unsafe, unsanitary, or unpleasant trip for you or others.
- Stay within the “line-of-sight” of the vehicle.
- Maintain the route schedule for the convenience of all riders.
- Assist\* riders when entering and exiting the vehicle. Report incidents and accidents to ClasTran immediately. The dispatcher will call 911 if necessary.
- Obey all traffic laws and posted speed limits.

\*Assistance includes, but is not limited to:

- Offering riders a steady arm or other appropriate guidance when entering and exiting the vehicle
- Helping riders in wheelchairs maneuver on standard vehicle ramps and lifts
- Insuring that wheelchairs are in standard operating condition
- Helping riders carry no more than two grocery bags or similar sized packages on and off the vehicle

# Drivers Are Not Permitted To

- Enter a rider's residence
- Perform any personal care for riders, including but not limited to assisting riders with getting dressed
- Lift or carry riders
- Assist riders or mobility devices up or down steps
- Fuel the vehicle with riders on board
- Accept tips or gratuities
- Use personal cell phones or engage in texting while the vehicle is in motion
- Drop off a rider at an alternate location at the request of the rider, parent/guardian, or agency representative (The rider, parent/guardian, or agency representative must contact ClasTran to make such changes.)

**\*\* If a rider requires assistance from the curb to the door and does not have a family member or caregiver available to assist them, they can sign a waiver releasing ClasTran of any liability. The driver can then assist them to the door. This waiver is only intended for those riders that have no other means of getting inside their residence and not as a means of convenience. To receive a waiver you can ask you driver, call the ClasTran office at (205) 325-8787, or log on to [www.clastran.com](http://www.clastran.com) to obtain it.**

# Causes for Suspension of Service

Misusing the system can result in suspension of service. The following misuses could lead to suspension. This list is not comprehensive.

## 1. Excessive Cancellations, No-Shows, and/or Late Cancellations

Excessive cancellations, no-shows, and/or late cancellations delay the vehicle and deny opportunities for others to ride.

## 2. Disruptive or Abusive Behavior

Disruptive or abusive behavior annoys and can endanger others. This behavior includes, but is not limited to:

- Intimidation or threats of physical harm
- Verbal abuse
- Unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of vehicle equipment
- Smoking on vehicles
- Eating or drinking without medical necessity
- Refusing to remain seated with seatbelts firmly secured
- Defacing equipment

Refusing to comply with the requirements may result in permanent discontinuation of service.

# Suspension Process

If a rider is reported or observed to be abusing the service in any way, including but not limited to those ways mentioned under “Causes for Suspension of Service,” ClasTran will contact the rider to investigate. If the rider’s behavior or use of the service is determined to be in violation of ClasTran operational and safety policies, the rider will receive a written notice of service suspension that explains the reason(s) for the suspension.

Suspensions will not be imposed for circumstances that are beyond a rider’s control.

Examples of situations not within the rider’s control are:

- A sudden personal or weather emergency or traffic delay
- Sudden or worsening illness
- Late arrival of the ClasTran vehicle
- A driver who does not provide appropriate assistance
- Disruptive behavior caused by a disability

If the investigation reveals a rider’s disruptive behavior is due to a disability and beyond his/her control, service may not be suspended; however, ClasTran may require the rider to travel with a companion to help control his/her behavior and prevent harm to self or others. If a companion cannot help control the behavior and a safety or health hazard continues to exist, service may be discontinued.

# Appealing a Suspension

In order to appeal a decision for suspension, ClasTran must receive a written request to appeal. The operations manager will review the appeal and notify rider of the outcome by telephone or mail within seven working days after receipt of the written request for appeal. Appeals must be forwarded to:

ClasTran Appeals  
PO Box 10386  
Birmingham, AL 35202

-OR-

[rael@clastran.com](mailto:rael@clastran.com)

If the rider does not agree with the decision of the operations manager, the rider may request a review by ClasTran's Contracts and Standards Committee. **Transportation will not be provided during the appeal process.**

## Comments

If you would like to make a comment, suggestion, or complaint, please contact us Monday through Friday between 8:00 a.m. and 5:00 p.m.

Email: [rael@clastran.com](mailto:rael@clastran.com)

Phone: 205-325-8787

Fax: 205-325-8788

TDD: 205-325-8129

Toll Free: 877-826-7876

U.S. Mail: PO Box 10386

Birmingham, AL 35202

# ClasTran Complaint Procedures

During the normal course of providing service to the community, it is possible that passengers and/or members of the public will desire to lodge complaints about the quality of transit service offered or the manner in which transit service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. All employees are reminded that everyone in the community has the right to express concerns about transit operations. One should also remember that the mere allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address and resolve customer complaints as quickly as possible, but certainly within fifteen (15) business days.

Specifically, a *complaint* is an allegation by a member of the public that there has been a specific violation, misinterpretation, or inappropriate act by a member of ClasTran. Vague or general charges of “unfairness” that are not substantiated by facts will not be processed through the dispute resolution system.

All complaints will be referred to Richard Abel (Operations Manager) and Barbara Roberson (Operations Supervisor) for investigation and resolution. Complaints specifically alleging inappropriate behavior by management personnel of ClasTran will be referred to Fenn Church, Executive Director. Escalated complaints will be referred to the Board Chairman of ClasTran. The following steps are established to provide a framework for handling these issues.

# ClasTran Complaint Procedures

*(continued)*

## Dispute Resolution System

- Step One**      The complaint is received by the Operations Manager & Supervisor. Sufficient information is collected to allow an investigation. Upon receiving the complaint, ClasTran will contact the issuer for further details.
- Step Two**      The details will be investigated and presented to the Executive Director for development of additional facts, to identify (where possible) the employee in question and determine what actually occurred.
- Step Three**     If the complaint has merit, the Executive Director of ClasTran will counsel the appropriate employee and take the appropriate progressive disciplinary steps.
- Step Four**      Where applicable the Executive Director of ClasTran will respond to the individual filing the complaint within fifteen (15) business days. Depending on the desires of the individual and the nature of the complaint, this response may be either a telephone call (sufficiently documented) or a written response.
- Step Five**      For any egregious complaint, the Executive Director of ClasTran will advise the Board Chairman of ClasTran. A joint decision may be made to accelerate the disciplinary process or take other extraordinary actions to resolve the complaint.
- Step Six**      If the member of the public is not satisfied with actions taken by ClasTran personnel or if they demand further action, these unresolved complaints will be referred to the Public Transportation Section of the Bureau of Multimodal Transportation, ALDOT in Montgomery. We will freely and promptly provide names, telephone numbers, and addresses.

# ClasTran Complaint Procedures

*(continued)*

Mr. Joe Nix, Senior Transportation Planner  
Alabama Department of Transportation  
Bureau of Transportation Planning and Modal Programs  
1100 John Overton Drive  
Montgomery, AL 36110

VOICE: (334) 353-6421

FAX: (334) 353-6451

E-MAIL: [nixj@dot.state.al.us](mailto:nixj@dot.state.al.us)

**Step Seven** If the member of the public is not satisfied with actions taken by the state, they may contact the Federal Transit Administration Office of Civil Rights Officer in Washington, D.C. We will freely and promptly provide names, telephone numbers, and addresses.

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave SE  
Washington, D.C. 20590

# ClasTran Complaint Procedures

*(continued)*

**Step Eight**      The Executive Director of ClasTran shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint.

The entire issue of complaint resolution, whether it is one of our employees or a member of the public, is one of courtesy and common sense. We serve the public and they have a right to share their concerns with us. We will handle all complaints courteously and will not allow ourselves to argue about the merits of any complaint. In many instances, individuals merely want to be heard. We will give them that opportunity.

**Funded in part by:**      *FTA, ALDOT, Jefferson County, Shelby County, Walker County, Walker Area Community Foundation, The City of Birmingham, UCP, ARC, and various municipalities*

**ClasTran**

PO Box 10386

Birmingham, AL 35202