

Rules for Riders

- Provide all trip details to the dispatcher when scheduling (ex: service animal, escort, assistance needed, etc.). Requests for reasonable accommodation must be made at the time of booking ride
 - Drivers cannot make changes to a scheduled ride unless cleared through the dispatch office
 - Be ready when your bus arrives and present exact fare (or token) when boarding the bus
 - Open food and drinks are not allowed on the bus
 - Shirts and shoes are required attire
 - All passengers **MUST** wear seatbelts and remain seated until bus is at a complete stop
 - All animals must be in a carrier unless they are service animals
 - No smoking, fighting or throwing things allowed
 - Alcohol consumption is prohibited on the bus
 - Firearms and weapons are prohibited on the bus
 - No flammable liquids or vehicle batteries on the bus
 - Rider is responsible for their personal items at all times. Packages and other items cannot block aisles or seats. If many or large items, rider may need to make alternate delivery arrangements. Tri-CAP is NOT responsible for items left on the bus
 - Never interfere with operation of the bus
 - Be respectful of drivers and other passengers.
 - Language and behavior that can be interpreted as offensive or threatening is prohibited and can result in suspension of services
- Tri-CAP Transportation reserves the right to refuse transportation to anyone who does not comply with these service standards.

Tri-CAP's Mission:

The mission of Tri-Cap is to expand the opportunities for the economic and social well-being of our residents and the development of our communities.

Other Programs offered at Tri-CAP

- Housing Assistance
- Energy Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Financial Fitness
- Renting 101
- Tax Assistance
- Rebuilding Lives
- Family Assets for Independence in Minnesota (FAIM)

Passenger Comments & Complaints

Comments and complaints can be registered with the Transit Director by calling local 320-251-1612, toll free 888-765-5597, or in writing to Tri-CAP Transit Director, P.O. Box 683, Waite Park, MN 56387-0683. You may also contact us general@tricap.org

No one shall be denied a ride based on race, color, national origin, religion, sex, physical or mental disability, marital status, political affiliation, public assistance status, sexual orientation or military status.



Transportation Riders Guide



Tri-CAP Transit Connection is a **public** bus transportation program committed to providing safe, dependable, affordable and courteous transit service

(320) 251-1612

(888) 765-5597

www.tricap.org

General Information

Tri-CAP Transportation is public transportation service offering bus service to the general public without age, income, or eligibility requirements. Tri-CAP buses are equipped with lifts to accommodate wheelchairs, scooters and mobility aids

Tri-CAP Transportation provides curb to curb service for all individuals using our services

Riders must provide their own escort or personal attendant if this level of service is required

Bus rides may be scheduled up to two weeks in advance. Early scheduling is recommended as all rides are provided on a first-come, first-serve basis. When possible, we will accommodate same day rides, for an additional fee.

All requests for bus service are to be made by calling the Tri-CAP Dispatch center. Ride cancellations should be made 24 hours in advance whenever possible. At the discretion of the Tri-CAP office staff, cancellations of less than 24 hours may be defined as no-show appointments which could result in a warning. Tri-CAP reserves the right to suspend service after 3 no-shows.

No Service Days

The office is closed and there is no bus service on New Year's Day, Presidents' Day, Memorial Day, July 4, Labor Day, Thanksgiving Thursday & Friday, Christmas Eve & Christmas Day

Check our website for updated closings and route information

Weather or Emergency Closings Announced on the office voice mail as well as the following stations:

WJON AM 1240 and WWJO FM 98.1 in St. Cloud, KASM AM 1150 and KDDG FM 105.5 in Albany and KLTF AM 960 and KFML FM 94.1 in Little Falls.

Fares

Exact fare is required upon boarding. Drivers cannot make change.

- In-city trips are \$1.25 per boarding
- Rural trips are \$3.00 per boarding
- Up to two children ages 5 and under may ride free when accompanied by a paying adult
- Up to two additional children, ages 5 and under, may ride at ½ fare when accompanied by paying adult
- Same day fares are an additional .75 cents per trip
- Rates are subject to change
- Deviated rural routes do not run if there are less than 5 passengers

What You Can Expect

- Friendly, courteous Drivers and Dispatchers
- Tri-CAP Transportation employees abide by all applicable federal, state and local regulations
- We maintain a drug and alcohol free workplace
- Drivers will provide basic assistance as needed to get passengers safely in and out of the bus
- Vehicle will be clean and provide a safe environment
- All bus drivers are CDL certified and follow the State of Minnesota driving rules and regulations
- Bus drivers are trained in basic first aid
- Bus drivers have been trained on lift operation and proper securement of mobility device

Dispatch Center

Monday-Friday, 6:00 am to 6:00 pm

Saturday 8:00 am to 4:00 pm

320-251-1612 or 888-765-5597

Messages can be left on our voice mail after hours and holidays. Messages are reviewed the next regular business day.

To Schedule Your Ride

- Call Tri-CAP Dispatch Center
- First time riders will be asked to provide name, home address, phone number, emergency contact and date of birth
- Provide the dispatcher with detailed trip information including name, date, time of trip needed, pickup up address and destination
- It is recommended to allow **at least 30 minutes travel time** from pick up to arrive at appointments on time
- Identify any/all passengers traveling with you (escort or assistant rides free)
- Provide any information regarding assistance that may be needed (ex: service animal, escort, assistance needed etc.). Requests for reasonable accommodation must be made when scheduling
- If you know how long you will be at your destination your dispatcher will help schedule your return
- Provide any updated personal information (change of phone number, mobility needs, etc.)
- If you are planning multiple stops provide the dispatcher that information at time of booking
- Your dispatcher will attempt to fit the desired pick-up time into an existing schedule. The dispatcher will suggest an alternate pick-up time if your request cannot be met. Tri-CAP bus may arrive **10 minutes** before or after scheduled pickup.

All schedules are subject to change