

Rules for Riders

- Provide all trip details to the dispatcher (ex: service animal, escort, assistance needed, etc.)
- Requests for reasonable modification must be made at the time of booking the 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
- No open food or drinks allowed on the bus
- Shirts and shoes are required attire
- All passengers MUST wear seatbelts and remain seated until the 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
- Never interfere with the operation of the bus
- Be respectful of drivers and other passengers
- Passengers who engage in violent, seriously disruptive behavior, illegal conduct, or represent a direct threat to the health or safety of others may result in suspension of service
- Tri-CAP is not responsible for items left on the bus
- Package Policy: For the comfort and safety of all Tri-CAP passengers, packages will be limited to the amount each passenger can carry in one trip. Items carried onto the bus must remain with the passenger and may not obstruct the aisle or wheelchair area. Drivers are limited to assisting passengers with one trip and will only load and unload packages to and from the curb. Passengers are allowed to travel with a 2-wheel cart and the combined weight of packages cannot exceed 35 pounds. Passengers are required to make alternative arrangements if more assistance is needed. Exceptions to this policy will be made for those passengers traveling from a local food shelf.

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 enhance and expand opportunities for the economic and social well-being of our residents and our community.

Other Programs offered in the Tri-CAP Service Area of Benton, Sherburne and Stearns County:

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

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 at Rides@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 Rider's Guide

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

General Information

Tri-CAP Transportation is a public transportation service offering bus service to the 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.

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. 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. Cancellations of less than 1 hour may be defined as a no-show appointment. Within a 60-day period, 3 or more no-show cancellations that also represent 10% or more of the passengers scheduled trips will be grounds for temporary suspension.

No Service Days

The office is closed and there is no bus service on a number of national holidays and in-service days throughout the year. Please visit our website www.tricap.org for a current listing of no service days.

Weather or emergency closings are announced on the office voicemail, as well as the following stations:

St.Cloud: WJON AM 1240, WWJO FM 98.1, WQPM 1300 AM, and KCLD 104.7 FM

Albany: KASM AM 1150 and KDDG FM 105.5

Little Falls: KFML FM 94.1

To schedule your curbside pick up, call the number below, email us, or scan here for our E-TOKEN App to purchase E-tokens!



FARES

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

- In City Adult Trips: \$2.00
- In City Youth Trips: \$1.00
- Rural Adult Trips: \$4.00
- Rural Youth Trips: \$2.00
- Children ages 2 and under may ride free when accompanied by a paying adult
- Rates are subject to change
- Deviated rural routes do not run if there are less than five 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 devices.

Dispatch Center

Monday - Friday 6:00 AM - 6:00 PM

Saturday 8:00 AM - 5:00 PM

320-251-1612 or 888-765-5597

Messages can be left on our voicemail after hours and on 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 their 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 address and destination.
- It is recommended to allow at least 30 minutes of travel time from pick up to arrive at appointments on time.
- Identify any/all passengers traveling with you (escort or assistant rides are free).
- Provide any information regarding assistance that may be needed (ex. service animal, escort, assistance needed, etc.).
- Tri-CAP accepts requests for Reasonable Modifications to our policies, practices, and procedures in order for those with disabilities to fully access our services. Please call Tri-CAP at 320-251-1612 or email us at Rides@Tricap.org to make such a request.
- 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 with that information at the 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 up to 10 minutes before or after scheduled pickup.

All schedules are subject to change.