

Charlevoix County Transit

1050 Brockway Street

Boyer City, MI 49712

Dispatch - (231) 582-6900

Fax - (231) 582-5672

2019/2020 School Year

To the Parents of K-12 School Children:

With the school year quickly approaching we would like to review our policy for transporting your child to/from home/daycare to school.

Charlevoix County transit is a public transportation program and we must adhere to an Open Door policy. Therefore, as a parent, you should be aware of the fact the Charlevoix County Transit buses are open to the public and your child(ren) may not be the only passengers onboard the bus during their ride to/from their destination, as we do not have an exclusive contract with the schools or daycare providers in the area for transportation.

As a provider of services to the public, we expect our passengers young and old to display appropriate behavior at all times. Those individuals who do not conduct themselves appropriately will be removed from the Transit vehicle. Repeated conduct issues will result in temporary or permanent suspension of Transit service privileges.

Payment: Payment is expected when your child (ren) board the bus. "Charging" a ride is not allowed unless a parent or guardian contacts our office to discuss other payment options. Charlevoix County Transit now offers a "Wallet" option that allows you to fund your child's Transit account from the comfort of your home. Simply call us and ask for your child's customer I.D. number, then go to our web site and follow the directions. If you do not have access to a computer we will be happy to apply funds to your child's account for you. Simply call with your credit/debit card information and we apply your authorized amount directly to the account. An information sheet for the Wallet is enclosed with this packet.

Any account that accrues a balance of \$5 or more for no shows or lack of payment may be removed from our schedule until payment is received. Continue problems with no show and non-payment could result in permanent removal of all trips.

Pick-up/Drop-off Times: Because we cannot guarantee that the bus will arrive at an exact time, we request that riders are ready at least 15 minutes before the scheduled arrival time, please remember that pick-up/drop-off times could vary as much as 12-20 minutes or more. While some things like weather and traffic are out of our control, we try to arrange schedules to accommodate the needs of all of the riders as much as possible. We ask that you do your part by having your child(ren) ready!

Cancellations: Due to the limited number of students we are able to provide service to; **we are requiring all same day morning cancellations to school to be made by 7 a.m. and that all afternoon cancellations be made by 2 p.m.** This will allow us to fill any empty seats with another child requiring a ride for that day. It is your responsibility to let us know if your child (ren) need to cancel going to/from school. Failure to call in a cancellation could result in a no-show being applied to your account.

Attached you will find our bus transportation "Courtesy Rules". Please read and sign below that you and your child (ren) have both read and understand these rules.

Parent's Signature

Date

RM Pay signup and use



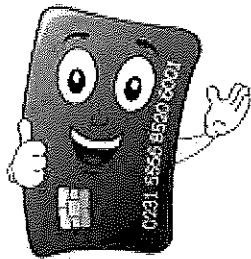
User Instructions:

Contact Charlevoix County Transit to obtain Customer ID Number

Once you have your ID number you can access the link to create a Passenger Pay Account.

You will need the following information to create an account:

- Name
- Address
- Phone Number
- Customer ID



Once you have created an account, you can login and manage your passenger fare payment account.

Funds can be added to your account via the following methods:

- Link credit or debit card(s)
- Call CCT Business Office pay by phone with a credit/debit card
- Mail or bring funds to the CCT Business Office
- Give driver Cash/Check to be added to account.

Once an account is created and funds are added, there will be no need for cash or passes when boarding the bus. Simply tell the driver you're paying from your account.

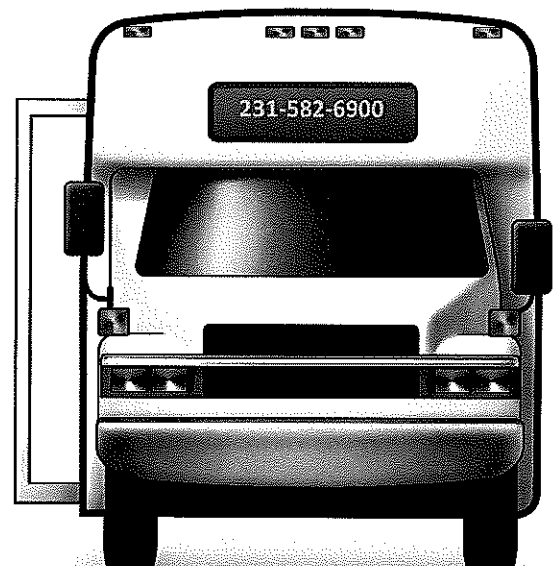
Managing your account is easy; add funds and review fares deducted from your online account.

Click Here to Sign-up!

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1050 Brockway st.
Boyne City, MI.
49712

Phone: 231-582-6900
E-mail: RNovotny@cctransit.org



Charlevoix County Transit Web-Portal Registering and Creating Trip Requests Online

Access the Web-Portal from the Charlevoix County Website

- Choose the Transit Department page OR Choose the Online Services tab

Must be a current passenger in the Transit's database, if not, please contact Dispatch at 582-6900 to create a customer profile.

1. Create User/Login Information

Will need to create a: User Name Password Recovery Phrase & Answer
Will need to include: email address

2. Customer Information

Input Name, gender, mobility type, home address and date of birth
Receive a Portal User Registration Completed message

3. Creating Trip requests

When you enter you'll see "Welcome" message and a menu bar where you can Update Profile, Look at your Trips and more

- *Choose if your trip is for ONE TIME or RECURRING
- *Choose date; then Next
- *You'll be given an area to input Pickup and Drop-off addresses
- *Choose Timing Preference (see description of timing preference below)
- *Choose Time of Pick-up or Drop-off
- *Choose if you will be calling for a return (instead of scheduling)
- *Indicate mobility type, guests/attendants and other comments relating to trip

4. Trip Review:

They online reservation system will then provide a snapshot of the trip request at which time the trip can be modified, or saved and booked.

Acceptance or declining a trip: Once a trip is booked the user will receive an email notification regarding the trip status. If declined, it's usually due to timing or location conflicts. Please contact dispatch for further information

5. Modification/Cancellation of Trips:

Users can log-in to the web-portal and modify or cancel trips.

TIMING PREFERENCE: The system looks at your two request in two ways based on the timing preference. If the preference is PICK-UP, which means the most important part of the trip is the time you the bus arrives to pick you up. (Typically this would be used for something like being picked up after an appointment, work, and school). If the preference is DROP-OFF that means the most important part of the trip is the time the bus arrives at your destination. (Typically this would be used for medical appts, going to school/work, etc.). When scheduling a DROP-OFF, the system will look at the time you need to arrive at the destination and work backwards to determine a pick-up time. EXAMPLE: Your drop-off time at the Health Center is for 2:30pm (you have a 2:45pm appt) and it takes 20 minutes to get to that location but there's one other passenger to pick-up along the way and it'll take an extra 10 minutes to get that individual. The system would schedule your pick-up time as 2:00pm so they could get the second person picked-up and have you to your destination by 2:30pm.

Guest: Guests is used for visitors who are not in the passenger database

Attendant: An attendant is a person who is actively assisting the passenger with their activities of daily living (ADL).

** If Guest or Attendant is chosen, in the comment field, please provide the person's name and age range (under 18, 18-59, 60 &Over or and if they are disabled).

COURTESY RULES

FOR THE COMFORT AND SAFETY OF ALL PASSENGERS PLEASE OBSERVE THE FOLLOWING RULES:

- Please have the exact fare or bus pass ready before boarding. Our drivers do not carry change.
- Remain seated while the bus is in motion.
- Keep hands, arms and objects inside the bus and to yourself.
- NO eating, drinking or smoking on board the bus. Also, NO smoking within 25 ft. of the bus (this includes electronic cigarettes).
- NO use of profanity, insulting language or gestures.
- NO yelling, roughhousing or throwing of objects.
- NO knives or firearms allowed on bus.
- DO NOT distract the driver or disturb passengers with excessive talking, yelling or other disruptive behavior.
- NO loitering, panhandling, or soliciting.
- Strollers and carts must yield ADA securement areas to passengers using mobility devices, with all strollers/carts using the space then folded and stored between seats away from aisles. For passenger convenience all strollers/carts must be capable of folding and contain the equivalent of only two (2) bags of groceries.
- Do NOT use spray perfumes, aerosols, or hand sanitizers on the bus.
- All electronic music devices require headphones.
- No animals allowed unless they are caged or are guide/service animals.
- All buses are equipped with audio and video cameras.
- Our policy allows our staff to ask a passenger to exit the bus due to offensive odors such as poor personal hygiene, soiled clothing, etc.
- The use of seat belts is recommended.

Charlevoix County Transit reserves the right to deny service or remove passengers who violate these rules.



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TRANSPORTATION REQUEST FORM FOR GRADES K-12

CHILD'S NAME: _____ DATE OF BIRTH _____

HOME ADDRESS: _____

Does your child use a mobility device? Wheel Chair: Manual or Powered (Please Circle) Other: _____

PICK-UP LOCATION

PLEASE ENTER YOUR COMPLETE
PHYSICAL ADDRESS AND ANY
OTHER DEFINING INFORMATION.

DROP OFF LOCATION

PLEASE ENTER YOUR COMPLETE
PHYSICAL ADDRESS AND ANY
OTHER DEFINING INFORMATION.

RETURN DESTINATION

PLEASE ENTER YOUR COMPLETE
PHYSICAL ADDRESS AND ANY
OTHER DEFINING INFORMATION.

If school closes early due to weather or other unforeseen circumstances where would you like your child/children to be taken?

PARENT NAME (S) _____

HOME PHONE NO. _____ WORK and CELL NOS. _____

DAYCARE _____ DAYCARE PHONE NO. _____

EMERGENCY PHONE NO. _____ (Grandparents/Relative/Other – Circle One)

Effective Date _____

Number of Days Riding per Week _____ Please Circle Days – a.m. M T W Th F

Would you like bus arrival alerts? Yes _____ No _____ - p.m. M T W Th F

If you answered yes to bus arrival alerts circle whether you would like them every day or just the beginning of the school year.

SIGNATURE _____

PLEASE NOTE: Charlevoix County Transit is a pay-to-ride service. Payment is required when boarding.

- Drivers do not carry change – correct change is required.
- Passes are available for purchase from your driver or at our office.
- Please call 582-6900 to cancel rides. Rides to school need to be **cancelled by 7am** and rides home from school need to be **cancelled by 1pm**. If your child is a **NO-SHOW** in the morning their afternoon ride will be cancelled.
- A **NO-SHOW** fee will be charged and payable on your child's next scheduled ride.
- Please be advised that 3 consecutive **NO-SHOWS** without calling may result in all trips being cancelled.