

### Food/Drink/Smoking

Consuming food or drink is not permitted on the bus at any time. You may transport sealed containers. Smoking is not permitted on any City/County Transportation Vehicle.

### Customer Rights

Customers using public transit are given equal access, seating, and treatment without regard to race, color, national origin or disability. (49 CFR, Part 37 and FTA Circular 4702.1A)

### How to File A Complaint

Customers wishing to file a complaint including discrimination due to disability, race, color, or national origin may call: 866-913-1800, or 817-641-1800. Or email: [cletran@cleburne.net](mailto:cletran@cleburne.net). Complaints may also be filed with the Texas Department of Transportation at 214-320-4471

### How Complaints are Processed

All complaints received are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.



City/County Transportation

206 N. Border

Cleburne, TX 76033

Phone (817) 641-1800

Metro: 866-913-1800

<http://www.cleburne.net/cletran.aspx>



Do you live in  
Johnson County and  
need a ride?



City/County  
Transportation can help.

817-641-1800

866-913-1800

### Introduction

City/County Transportation (CCT) provides a commuter bus route into downtown Fort Worth and demand-response curb-to-curb **public** transportation throughout Johnson County. To increase efficiency and maximize capacity we strive to pick as many customers up as possible before dropping passengers off at their destination, we are **NOT** a taxi service. All origin and destination locations must be located within Johnson County, with the exception of Huguley Hospital and the entire city limits of Burleson.

### Hours of Operation

Office Hours:

Monday-Friday: 7 am to 6 pm

Saturday: 8 am to 5 pm

(The CCT office is located in the Intermodal Transportation Depot at 206 N. Border, Cleburne, TX 76033)

City of Cleburne:

Monday-Friday: 7 am to 8 pm

Saturday: 8 am to 5 pm

No service provided on Sundays

City of Burleson:

Monday-Friday: 8 am to 5 pm

No service provided on weekends.

All other areas of Johnson County:

Monday-Friday: 6 am to 6 pm

No service provided on weekends.

No service will be provided on the following holidays:

New Year's Day    Martin Luther King

Good Friday                      Memorial Day

Labor Day                              Independence Day

Day after Thanksgiving    Thanksgiving

Christmas Eve                      Christmas Day

### Scheduling

Trip requests may be made up to seven working days in advance and are taken Monday-Friday 7 am to 6 pm and Saturdays 8 am to 5 pm. If space is available, same day trip requests will be accepted. Please call 817-641-1800 or 866-913-1800 to schedule a ride. All openings are filled on a first call-first serve basis.

When calling to schedule your ride, please have the following information ready:

1. The time you are due at your destination and the time you would like to return
2. Destination address and description
3. If you use a mobility device, and/or if an aide or guest will be accompanying you
4. If you are a new client, some additional information will be needed, such as your home address and telephone number

### Pickup Window

When scheduling a ride, the scheduler will give you an estimated pick up time. The driver may arrive fifteen (15) minutes before or after your estimated pick up time and still be considered "on time". Please be ready to go and in a place where you can see or hear the vehicle fifteen (15) minutes prior to your scheduled time.

### Children

Children under the age of 5 will ride at no charge when accompanied by an adult. Children are required to wear their seat belts at ALL times.

### Disruptive Passengers

CCT reserves the right to refuse service to any passenger. Passengers must observe all CCT rules and regulations.

### Intoxicated Passengers

Intoxicated passengers who are not a direct threat to the driver, other passengers or themselves will be allowed to ride at the driver's discretion.

## Fares & Passes

### Fares:

Travel within the *same* city limits - \$3.00 one-way.

Travel outside the city limits or between cities - \$3.00 for every 5 miles. Please contact the dispatch office for an exact fare. (Maximum fare for a one-way trip is \$15.00)

### Passes:

Passes may be purchased from the driver or at the CCT office. Regular/reduced passes are punch passes that contain 20- \$3.00 punches.

|                           |         |
|---------------------------|---------|
| Regular pass (\$60 value) | \$55.00 |
| Reduced pass (\$60 value) | \$30.00 |

To be eligible for a reduced pass a passenger must be 60 years of age or older, disabled or a child under the age of 18. If a passenger is disabled, he/she must submit a doctor's note to the office stating his/her disability.

**Fares must be paid with cash, check, or with a pass when boarding. Please make checks payable to the City of Cleburne.**

## Commuter Bus Route

The Commuter bus route into Ft. Worth departs Cleburne three times a day. The scheduled is attached.

## Groceries & Packages

Groceries and packages are limited to what the passenger can safely hold on their lap during transport. They may not be placed on the floor of the vehicle or left unattended at any time. Please limit bags your groceries to five 10lb. bags.

## Late trips

If CCT arrives after the designated pick-up window, the ride is considered late and there will be no charge for the ride.

## Cancellations

Trips must be canceled at least 30 minutes prior to the scheduled pick-up time. If a passenger cancels the ride less than 30 minutes prior to the pick-up time, the ride will be considered a no-show.

## No Shows

When a passenger schedules a trip and fails to cancel it 30 minutes prior to our arrival time or does not show up for a scheduled trip it is considered a no-show. No-shows cost the same fare as if the passenger had taken the ride and must be paid for on your next scheduled ride.

## Wait Time

When a driver arrives at the pick-up location, they will wait seven minutes for the passenger before leaving the stop. If the passenger does not appear for transportation, the passenger will receive a no-show. The driver will not leave if the passenger is in their sight.

## Standing Reservations

Standing reservations are for passengers who ride to or from a certain destination at a set time every week. Standing reservations will not exceed 50% of all trips provided during each specific interval of the day. Please contact the office to inquire about standing reservation availability. If needed a waiting list may be established to keep track of interested parties. **As of July 2009, City/County Transportation will no longer accept standing reservations for children going to and from school.**

## Loading Assistance

CCT drivers may **not** enter your home or other buildings to assist you. The drivers are responsible for the safe loading, securing, and unloading of the passengers. If you need help beyond what the drivers are allowed to perform, you need to arrange for a PCA to accompany and assist you. If you require assistance on or off the bus please let the driver know what they can do to assist you.

## Passengers with Open Sores/Wounds

Passengers who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered.

## Ill or Injured Passengers

Passengers who are extremely ill, have contagious diseases or are severely injured may not be transported. CCT drivers are not emergency medical personnel.

### Personal Care Attendant (PCA) or Companions

A PCA is allowed to travel with you at no charge if approved through dispatch however; companions are required to pay the appropriate fare. Only one PCA is allowed per passenger and more than one companion is only allowed if space is available. PCAs and companions must have the same origin and destination as the passenger. A PCA is not responsible for the loading, securement or unloading of the passenger. However, the PCA is responsible for any personal items of the passenger, such as hand bags, grocery bags, coats, etc.

## Service Animals/Pets

Persons with disabilities who use service animals are allowed to board with their service animal. Operators may ask any passenger if their animal is a service animal and/or if the animal assists them with their disability. Passengers using service animals must keep their animals under control, and the animal must not pose a threat to other passengers. Failure to do so may result in the passenger being requested to exit the vehicle. Pets must be transported in a portable pet carrier that can be held on a lap. Carriers must have a door that closes and locks or that can be secured.

## Portable Oxygen Use

Individuals requiring the use of portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle.

## Transporting Mobility Aids

A mobility aid is any class of three-or more-wheeled device that is usable indoors and designed for and used by individuals with mobility impairments. It may be operated manually or powered. CCT will transport any mobility aid that fits safely on the vehicle lift and the user and the wheelchair do not exceed 800 pounds. CCT vehicles may not be able to accommodate mobility aids exceeding these standards due to safety concerns. Reasonable efforts shall be made to transport persons in oversized mobility aids. However, transportation cannot always be guaranteed to a person in an oversized mobility aid.

### Forward vs. Backward Mobility Aid Loading

For safety reasons, passengers using mobility aids are encouraged to back onto the lift when boarding; however, passengers are not required to do so.

### Mobility Aid Brakes

When occupying a lift or securement area, it is required that passengers apply the brakes on their mobility devices. With power chairs and scooters, it is recommended that the power switch be turned to the "off" position.

### Mobility Aid Securement

Mobility aids must be properly secured whenever possible. Operators will use their best efforts to correctly use the appropriate number of securement points. Lap belts and shoulder harnesses shall be offered for the safety of the passenger and may be mandatory. Passengers using mobility devices may transfer to a vehicle seat if one is available. Passengers using mobility devices are not required to move to a vehicle seat.