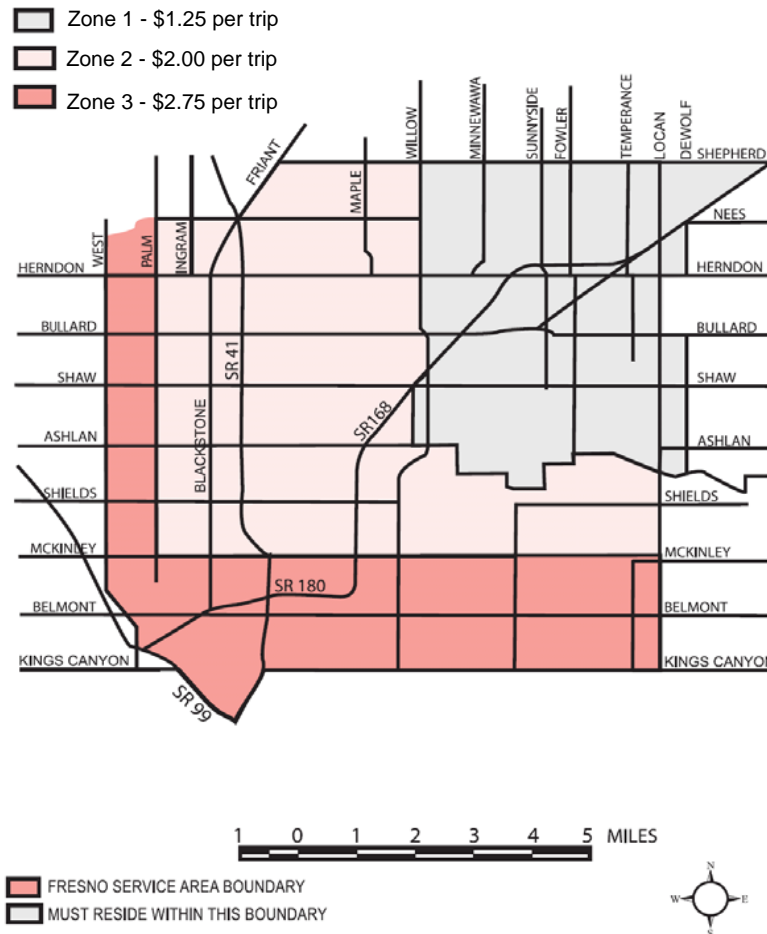


Clovis Transit System Map

Round Up Service

The map shows the principal service area for Round Up. For specific information on service area boundaries, please call 559-324-2760.



CLOVIS TRANSIT INFORMATION GUIDE



Round Up Service

- Dial-a-ride type service for persons with disabilities
- New buses and vans



PASS OUTLETS

Clovis City Hall - 1033 Fifth Street, Clovis 559-324-2000

Clovis Senior Center - 850 Fourth Street, Clovis 559-324-2750

Or via U.S. Mail - Send check to: Clovis Transit, 155 North Sunnyside, Clovis CA 93611

Effective December 1, 2011

SERVICE INFORMATION

Clovis Transit Round Up service operates Monday through Friday from 6:15 am to 6:15 pm, and Saturday and Sunday from 7:30 am to 3:00 pm. Service to Fresno is offered Monday through Friday from 7:00 am to 4:00 pm.

ELIGIBILITY CRITERIA

Round Up service is for residents of Clovis who are disabled. All riders must complete the necessary paperwork in order to participate. Applications reviewed in house for ADA eligibility. If necessary, some applications may be sent to a third party for certification. You will be notified of your eligibility status by mail within 14 days.

FARES (CURB TO CURB)

- Zone 1—\$1.25 each way (rides within Clovis)
- Zone 2—\$2.00 each way (south to McKinley, west to Palm Ave.)
- Zone 3—\$2.75 each way (south to Kings Canyon, downtown Fresno, and west to West Ave.)
- One registered attendant may ride free.
- Non-ADA companions 6 years and older pay regular fare.
- Up to 4 children under the age of 6 ride for free.
- When making an appointment, please inform the dispatcher if additional passengers will be traveling with you.
- *Exact change only - Drivers do not carry change.*

PASSES

- Zone 1—20 rides for \$23.00
- Zone 2—20 rides for \$36.00
- Zone 3—20 rides for \$50.00

Passes are valid only on Clovis Transit Round Up vehicles. (Stageline passes cannot be used on Round Up)

CATCHING THE BUS

Please be ready 45 minutes before your appointment in Clovis and 60 minutes in Fresno to help us meet our time commitment to you and other passengers. **Buses will only wait 5 minutes, then will depart.** You will then need to reschedule for a future day.

When you are ready for a return ride, call Round Up dispatch. The dispatcher will give you an estimated time, but times may vary due to traffic and other rider's needs.

Due to the service being a shared ride, Round Up drivers cannot wait while you complete your business.

RULES TO RIDE BY

- No smoking, eating, or drinking on the bus.
- Drivers will assist carrying packages: a maximum of 5 packages and no more than 25 pounds combined. Drivers cannot carry heavy items on stairs.
- Getting a portable cart can help transport your purchases.
- Keep aisles clear.
- Please do not talk to or otherwise interfere with the driver while driving.
- No disruptive behavior or foul language.
- Remain seated until the bus comes to a complete stop. The driver will assist you.
- Music with headphones only.
- Service animals are welcome.
- Please wear seatbelts. If you need assistance in putting them on, please ask the driver.
- Inform the driver of any special needs you may have.

NO SHOWS

NO SHOWS create inconveniences for both drivers and passengers. In order to prevent inefficient service and delays, we ask that you cancel any unneeded or unnecessary rides before the day of a scheduled trip. A cancellation must be done at least two hours prior to the designated "be ready" time. Any cancellation made less than two hours prior to the ready time counts as a NO SHOW.

A NO SHOW occurs when a Round Up vehicle arrives at a pick-up location at a designated time, and the passenger does not take the previously scheduled ride. Round Up can only wait five minutes for you to board the vehicle. If a passenger still needs a return trip, though the initial trip was logged as a NO SHOW, the passenger must call the Round Up office and confirm his or her return ride.

If a passenger logs two consecutive NO SHOWS within a one-month period, his or her right to use the service will be suspended for one month. A letter with the specified suspension timeframe will be sent to the passenger to notify him/her of formal suspension. Any questions regarding NO SHOWS should be directed to the Round Up office.

BOOKING AN APPOINTMENT

To make appointments, call Round Up at 559-324-2760, Monday through Friday 7:00 am to 5:00 pm. and weekends from 7:30 am to 3:00 pm. Appointments should be made at least the working day prior (during regular office hours) and can be scheduled up to 14 days in advance. Try to call as soon as you know about your appointment so that we can better accommodate your trip.

ADA ELIGIBILITY

The Americans with Disabilities Act requires all public transit operators to provide service to individuals with disabilities that is comparable to the level of fixed route service provided. To become ADA certified, an ADA certification form must be completed and returned to Clovis Transit for review.

If you have been ADA certified by another transit system, you will be allowed to use the Round Up service for 21 days while the ADA certification paperwork is being processed.

Call Round Up at 559-324-2760 to request an ADA application to be mailed to you or for additional information on ADA eligibility requirements.

While Roundup service is generally from the curb in front of your pick up and departure point, please notify us at the time of scheduling if you need assistance to/from the door if you are unable to navigate the path due to an obstruction, condition or your disability. However, for safety purposes, drivers are required to stay in sight of the vehicle at all times and may travel no farther than 100 feet to provide assistance. Drivers will enter a foyer/lobby area to collect a passenger but will not enter a private residence or individual room inside a building. Drivers will assist passengers using a wheelchair over one curb or step only. Case-by-case situations may require additional modifications to ensure that the origin-to-destination requirement is met.

STAGELINE SERVICE

Monday through Saturday, Stageline provides fixed route service within the City of Clovis on two regular routes. Routes 10 and 50 run every 30 minutes. We connect with three FAX routes (9, 28, and 45). FAX route 9 serves Clovis 6:40 am to 7:27 pm Monday through Friday and 8:15 am to 3:25 pm on Saturday and Sunday.

65/over and persons with a disability ride free. Proof of age/disability may be requested. For more information regarding Stageline, call 559-324-2770.

COMMENTS AND CONCERNS

If you have any comments and/or concerns about Clovis Transit service, please contact our office at:

559-324-2760
TTY 559-324-2896