

# INTRODUCTION

*“To me, Special Transit means freedom and independence. Now I can experience a more normal life.” - Maureen B.*



## What is Special Transit?

Established in 1979, our nonprofit provides safe and affordable rides in accessible buses to people with limited mobility. In rural communities, our bus service is available to all residents regardless of their ability to drive. Our highly-trained, courteous drivers provide direct assistance to and from the bus and into buildings when

necessary to ensure the passenger's safety. All buses are equipped with a lift for those who cannot use stairs.

## Where can I go on Special Transit?

We can take you almost anywhere you'd like to go within our service area including to::

- Medical, therapy, and personal appointments.
- Grocery stores and other shopping destinations.
- Social events and other outings.
- Senior centers, recreation centers, and adult day programs.
- Employment, education, and volunteer sites.

## What days and times are pick ups available?

- Monday through Friday, 7:30 a.m. to 5:00 p.m. in most communities.
- Days and times of service vary in smaller communities.
- Limited weekend service is available in Boulder and Longmont.

## What communities does Special Transit serve?

- Allenspark (limited)
- Boulder
- Brighton
- Erie
- Estes Park
- Gunbarrel
- Lafayette
- Longmont
- Louisville
- Lyons
- Nederland (limited)
- Niwot
- Tri-Valley area: Byers, Bennett, Deer Trail, Strasburg, and Watkins
- Unincorporated areas of Boulder County

### Can I travel between communities?

Yes. We offer travel between the following communities on select days:

- Boulder and Longmont
- Boulder and the Louisville/Lafayette area, including facilities on the Rock Creek Medical Campus
- Longmont and the Louisville/Lafayette area
- Lyons and Longmont
- Nederland and Boulder

### How much does it cost to ride?

- \$2.00 one way within most communities.
- \$1.25 one way within smaller rural communities.
- \$4.00 one way between communities.
- Aides ride free when accompanying a registered rider.

Reduced-fare and non-fare options are available if these fares would create a financial hardship. Special Transit's policy is to never refuse a ride to anyone who cannot pay.

Drivers do not carry change so please have your exact fare or a Special Transit bus pass ready to give the driver when you board.



### Three easy steps:

1. Call **303-447-9636**.
2. Tell us your trip needs.
3. Be ready when your driver arrives.

*Enjoy your ride!*

# REQUESTING RIDES



## How do I request a ride?

Call us between 8:00 a.m. and 5:00 p.m. Monday through Friday at **303-447-9636** or toll free at 1-888-647-9768. Users of TTY can reach us by dialing 711. You can also make ride requests online 24 hours a day at **[www.specialtransit.org](http://www.specialtransit.org)**; we will call you to confirm receipt of your online request. If requesting your ride by phone, you must speak to us directly; you cannot request a

ride by leaving a message on our answering machine.

## What information do I need to request a ride?

- Your name and address.
- The date of your requested ride.
- The name and address of your pick-up location and your destination.
- The time you need to ARRIVE at your destination.
- The time you would like to be picked up for your return ride.

**TIP:** You can request to travel to more than one destination in a day. The Scheduling Center will need the above information for each destination.

## How far in advance can I request a ride?

One to 14 days. Same-day rides may also be available.

**NOTE:** Your ride request does not guarantee you a ride. We can usually tell at the time of your call if we can provide your ride. Rarely, we may call you 1-2 days prior to your trip to tell you we cannot fulfill your request due to excessive demand. Trips for life-sustaining medical treatments such as dialysis or cancer treatments are given priority.

**TIP:** Schedule changes occur frequently due to cancellations; if you are initially told the schedule is full, call again another day.

**TIP:** Calling farther in advance and/or having flexibility in your travel times increases the likelihood we can accommodate your request.

## To Request a Ride: 303-447-9636

## When will I be picked up?

When you make your ride request, you will be told when to expect the bus. Typically, you will be picked up no more than 45 minutes before the time you requested to arrive at your destination. Longer distances will require earlier pick ups. The driver will come to your door so you may wait inside.

### *Example:*

*If you need to arrive at your destination by 10:00 a.m., you will be told that the driver will arrive anytime between 9:15 and 9:45 a.m. Please be ready by 9:15 a.m.*

## **Please be ready on time. Your driver can wait only five minutes.**

On your return trip, you will be picked up no later than 15 minutes after your requested pick-up time, unless the driver is unexpectedly delayed. If you won't be ready in time for your scheduled return ride, please call to alert us you will be late. Call again when you *are* ready and the next available bus will pick you up.

**TIP:** If you are ready earlier than your requested return pick-up time, call 303-447-9636; if any driver has time to pick you up earlier, he or she will do so.

## How do I cancel a ride?

Call 303-447-9636 as far in advance as possible so that we might offer your time slot to another person in need of a ride.

- During regular business hours Monday through Friday, 8 a.m. to 5 p.m., you will be given a confirmation number to verify your call.
- To cancel after hours, please leave a message on our answering machine at 303-447-9636. Include your name spelled out, your phone number, and the day and time of the ride(s) you need to cancel. Be sure to specify if you are cancelling one or both ways.

**NOTE:** If you don't cancel your ride before your driver arrives, or you cannot be found at your pick-up location, or you are not ready within five minutes of the time your driver arrives, you are considered a **no-show**. Your return ride will automatically be cancelled unless you call us at 303-447-9636 to ask that it be reinstated. If you have three no-shows in a 60-day period, your rider privileges may be temporarily suspended. You will not be considered a no-show if your appointment is running late.

## ADDITIONAL INFORMATION



### Are bus passes available?

- Full-fare bus passes can be purchased with cash, check, or money order from any Special Transit driver or through our Scheduling Center which can also take credit cards (303-447-9636).
- Riders who qualify for reduced fares must purchase their passes through the Scheduling Center.
- Passes do not expire. Lost, stolen, or unused passes are not refundable.

### What medical aids can be used on the bus?

We can transport passengers who use oxygen, catheters, dialysis grafts, or similar medical aids.

### Can children ride on Special Transit?

Yes. However, children age six years and younger must be accompanied by an adult and use a car seat if required by Colorado State law (refer to [www.carseatscolorado.com](http://www.carseatscolorado.com)). The adult caretaker must provide the car seat and ensure it is properly secured. The driver may assist with the securement with instruction from the caretaker.

### Can animals ride on Special Transit?

Service animals are always welcome. Pets may accompany their guardian if they are being transported for veterinary care and are leashed or secured in a carrier.

### How do we ensure everyone's safety?

- Special Transit buses must be able to park and load/unload safely.
- Walkways leading to your home or other pick-up location must be clear of snow, ice, and debris.
- Pets must be restrained when your driver arrives.
- Drivers can assist people in wheelchairs up and down steps that are separated by landings at least six foot long.
- Drivers can help carry items such as groceries and tote bags to and from the bus. Items are limited to those a driver can safely carry in two trips.

- Seatbelts must be worn and remain fastened until the bus comes to a complete stop at your destination. Drivers may help you fasten and unfasten your belt.
- All wheelchairs and scooters must be secured by the driver using the bus's restraint system.
- Although you may not eat on the bus, beverages are allowed in covered, non-breakable containers.
- If severe weather causes Special Transit to delay or stop service for safety reasons, you will be contacted as soon as possible.

## Passenger Code of Conduct

The use of Special Transit is a privilege, not a right. Abusive, menacing, or threatening behavior towards Special Transit staff or other passengers may result in suspension of services.

## How can I help Special Transit?

Your fare covers only a small fraction of the costs incurred by Special Transit for each one-way trip. Your donations and bequests help ensure Special Transit can continue to provide rides to all who need them. Donations can be mailed to Special Transit, 4880 Pearl Street, Boulder, CO, 80301. To donate online, visit [www.specialtransit.org/donate](http://www.specialtransit.org/donate). Drivers cannot accept donations.

## Statement of Rights/Filing a complaint

Special Transit does not discriminate on the basis of age, race, color, sex, religion, national origin, disability, sexual orientation, gender identity, marital status, veteran status, or any other status protected by law. Special Transit abides by the provisions of the Americans with Disabilities Act (ADA) and the Civil Rights Act of 1964. For more information, or to obtain the complete text of the Passenger Code of Conduct and No-Show Policies, or to file a complaint related to Special Transit's policies or services, phone our Directors of Customer and Community Services at 303-447-2848, ext. 106 or 114.



**303-447-9636**

[www.specialtransit.org](http://www.specialtransit.org)