




Rider's Guide to a POSITIVE EXPERIENCE!




A positive experience starts with YOU.



When you are a passenger on a CGCTA vehicle, you are required to conduct yourself with respect and courtesy, not only to your driver but also to other passengers in the vehicle. Behavior that distracts the driver or becomes annoying to other passengers cannot be tolerated and, if persistent, may result in a refusal of service.

Enclosed is a guide to ensure your experience is a positive one.



Preparing For Your Ride:



When possible, CGCTA encourages all riders to call at least 24 hours in advance to schedule their trip. This will help ensure you get where you need to go when you need to be there. CGCTA can accommodate same-day requests, but due to the number of requests we receive, it isn't always possible to accommodate your request in a timely manner. Please note that passengers with medical appointments take precedence over all other requests.



Be prepared when you call to provide all the pertinent information needed to make your trip successful. We will need to know the address to pick you up from and the address of your destination. If you are riding for the first time, we might need additional information to qualify you for one of our many transportation programs.



Advise dispatch if you have a mobility issue. Our service is "Curb to Curb". Riders should be capable of walking without the assistance of our driver. Our driver is prohibited from entering your home. If you need a personal assistant to accompany you on your trip, it is your responsibility to ask a friend, neighbor, home health agent, or family member to ride along.



If you schedule your trip in advance, please be ready 15 minutes before the pick-up time you were provided. If you call for same-day service, please watch for our vehicle to arrive at your location. Dispatch cannot give an estimated arrival time due to unforeseen delays beyond the driver's control.



Pay attention to your personal hygiene, and always look your best. You will feel better, and so will the person sitting next to you.



Have everything you need to conduct the business you plan to accomplish while out for the day (shopping lists, purse/wallet, bills to be paid, medical information required by your medical provider, etc.). Once we are on our scheduled route, it is not possible to return to your home for these items.



Preparing For Your Ride: (cont'd)



When we drop you off at your residence, do not forget to pick up your items, plus any shopping bags you may have. Please also pick up any trash you may have generated during the trip.



When the driver arrives, have your method of payment out and ready. If you are paying with cash, please have the correct change. You will be advised of the cost of your transportation when you schedule the ride. Our drivers do not carry extra cash to make change. CGCTA accepts cash or major credit cards.



If you are scheduling one-way transportation to the airport or to a destination where you need to transport luggage, please advise the person taking your reservation that you will be transporting luggage. Remember that storage space is limited. You will need to bring only luggage you can handle yourself and limit luggage to a maximum of two bags.

Rider's Rules of Conduct:

The following notations constitute unacceptable behavioral situations that can lead to service refusal. Please remember that these are general statements, and our decision to refuse service is not limited exclusively to the situations noted in this section.



Talking to distract your driver and disturb other passengers. This includes but is not limited to profane language (swearing), loud and boisterous comments, speaking disrespectfully, singing, or making other loud and unnecessary noises. Your assistance, when needed, in routing our vehicle to your destination or home is greatly appreciated. Your well-trained driver will discuss the route with you if he or she needs to confirm this information.



Silence and limit the use of personal cell phones while in the vehicle. Too many conversations can become distracting to your driver and annoying to other passengers. If you need to accept a phone call, talk softly and in a lower tone so you're not intrusive to others in the vehicle.



Buckle up, stay in your seat, and never lie down. Seatbelt safety is the law, and when riding in a CGCTA vehicle, you must abide by this regulation.



Smoking and the use of smokeless tobacco are strictly prohibited on a CGCTA vehicle, as is the use of alcohol or recreational drugs.



Eating or drinking on a CGCTA vehicle is strictly prohibited while the vehicle is in motion. If you are utilizing our service for a medical appointment that requires you to fast prior to your appointment or your dietary needs require that you eat at certain intervals, you need to discuss this when you make your reservation.



Solicitation of any kind is strictly prohibited on a CGCTA vehicle.



Any passenger who is deemed intoxicated or is demonstrating signs of being under the influence of drugs that could create a dangerous or volatile situation can be refused transportation.



The possession, distribution, sale, or use of illegal substances or related paraphernalia can and will result in denial of service, as will the possession of guns, knives, or weapons of any kind. Our drivers have the authority to contact local law enforcement at any time they feel a situation mandates this level of interference.



Individuals who ride a CGCTA vehicle will maintain themselves in a manner that is not offensive to others (this includes personal hygiene). Physical abuse or abusive language by any individual riding a CGCTA vehicle will not be tolerated.



Due to securement restraints, our vehicles are not equipped to transport passengers confined to a Geriatric Chair. We will be happy to transport these passengers only if they can transfer to a regular wheelchair before boarding our vehicle.

When a passenger violates any of these rules or a circumstance that simulates these rules, he or she can be denied service. The driver will file an official incident report with the Executive Director when such an incident occurs. The incident report will be reviewed and filed, pending any further action.

Other safety infractions that will, can, or may result in service denial:

Scheduling transportation and consistently failing to notify CGCTA when a transportation request needs to be canceled. Failure to notify CGCTA when you no longer need transportation results in lost time, mileage, and fuel expense. In addition, we may have denied a request based on seating availability, which we could have accommodated had you notified us that you could not make the trip.

The parent(s) or guardian of a child weighing less than 50 pounds must provide an approved child safety seat that can be secured with a conventional seat belt. No child under 50 pounds shall be transported without this approved seat. Children or infants are never to be held in the lap of an adult while the vehicle is in motion—no exceptions. The parent or guardian must supervise and control the care of the child or infant being transported at all times.

Minor-age children (under 13) must be accompanied by an adult, guardian, or authorized school, facility, or staff personnel.

Individuals known to have an infectious disease, head lice, or other communicable/transferable condition cannot be transported without a note from a board-certified medical professional stating that the disease has no longer become infectious.

Situations where a vicious animal (actual or perceived) is at large on the premises where the rider resides, lives, is staying, visiting, or otherwise boarding our vehicle. Under no circumstances is the CGCTA driver to expose himself/herself to a potentially dangerous situation, nor shall he/she expose other passengers to the same.

Service Animals: CGCTA welcomes all Service Dogs on our vehicles. However, any Service Dog dangerous to the driver or other passengers must be confined or restrained.

Oxygen Tanks: Oxygen tanks and other necessary medical equipment are allowed on all CGCTA vehicles. The equipment must be secured to prevent injury in case of an accident or sudden stop. When you need to bring this type of equipment along, please advise our staff at the time you make your reservation so the necessary space and appropriate time allowance for securement can be allotted.

VISIT US ONLINE AT WWW.CGCTA.COM

What you, as our passenger, can expect from your driver and CGCTA:

A dependable vehicle that is clean and well-maintained.

At CGCTA, we take pride in saying that our drivers are well-trained, highly credentialed, friendly, and courteous. Drivers are trained to safely proceed on Missouri roads and abide by all posted signs, including speed limits.

Your driver will be happy to assist you in carrying your purchases from the vehicle to your doorstep (passengers who can carry their purchases should do so and not rely on the driver to perform this task). (However, your driver is prohibited from entering your home under any circumstances, so please do not ask. CGCTA reserves the right to limit the number of bags and packages allowed on the vehicle.)

CGCTA reserves the right to cancel a scheduled trip or route whenever necessary. This includes, but is not limited to, inclement weather conditions.

Riders who feel their driver has not followed these guidelines should report the infraction in writing (include your full name & contact information, our driver's name, date, time, and location of the infraction).

Passengers with disabilities may request modifications to the current service. To make a request, please call us at 573-335-5533. Please submit a request at least the day before the trip.

Cape Girardeau County Transit Authority
937 Broadway St., Suite 200
Cape Girardeau, MO 6370
Phone 573-335-5533
Fax 573-203-7497



If you are hearing and/or speech impaired, please call Relay Missouri at 1-800-735-2966 (TTY Users) or 1-866-745-2460 (Voice)