

Central Area Rural Transit System, Inc.
A Community Solution for Public Transportation

CARTS *Get a Ride!*

Rider Guide

CARTS is for EVERYONE...

Ride with us!

We're "Driving People Happy!"

Welcome to CARTS...

This guide was developed to help provide riders with the information they need to successfully use the CARTS system.

What is CARTS?

Central Area Rural Transit System, Inc. is a transportation program for all residents of the Central Kenai Peninsula who need rides.

Central Area Rural Transit System, Inc. is a non-profit corporation serving all the people who live in the Central Kenai Peninsula service area, whether they are elderly, have disabilities or are otherwise transportation disadvantaged.

CARTS takes pride in the service it provides, and the dedicated, friendly assistance of its staff and volunteers. CARTS is proud to be able to give rides to those people who are without transportation, allowing them to actively participate in their communities. CARTS goal is to provide transportation to everyone who desires freedom and mobility.

We're going your way!

Contact Us...

Central Area Rural Transit System, Inc.
43530 Kalifornsky Beach Road
P.O. Box 993
Soldotna, AK 99669
Email: carts@alaska.net

Important Phone Numbers...

Office	262-8900
Cancellation Pager	1-800-418-0036
Fax	262-6122

Service Area...

CARTS service area includes Kasilof, Kenai, Soldotna, Sterling, Nikiski and all points between.

There are thirteen zones:

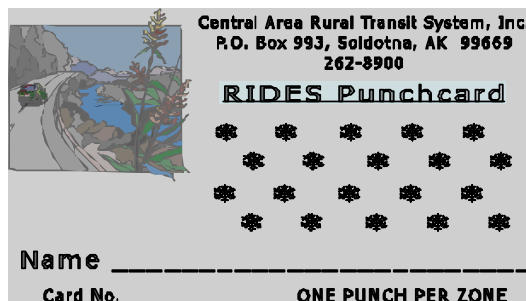
North Nikiski	Mile 29 to end of road
South Nikiski	Mile 15 to Mile 29
Kenai	4-Lane to Mile 15
Kenai Spur Highway	Kenai Auto to 4 Lane
Sterling Highway North	Whisper Lake to Boundary St
Sterling Highway South	Skyview to Irish Hills
Sterling	Bings Landing to Whisper Lake
Funny River Road West	Soldotna City Limits to Mile 8
Funny River Road East	Mile 8 to end of road
Soldotna	Boundary to College Loop
KBeach East	College Loop to Bridge Access
KBeach West	Bridge Access to Mile 8 KBeach
Kasilof	Irish Hills to North End Cohoe Lp

Ride Cost...

All rides are paid for with pre-purchased punchcards. Passengers are charged one punch for each zone traveled through. Quick stopovers (post office, bank etc.) can be made, and will be charged one punch. Punchcards are available in three denominations:

- \$12.50 Five punches
- \$25.00 Ten punches
- \$50.00 Twenty punches

You can stop by the CARTS office on K-Beach to pick up punchcards, or purchase them through the mail. Drivers DO NOT sell punchcards.



Ride Delivery Hours...

CARTS provides rides between the hours of 6 a.m. and 11 p.m. Monday through Friday, except for trips back and forth to work, which are delivered 24 hours a day, seven days a week.

Scheduling and Rider Reservation Hours...

CARTS office hours are Monday through Friday, 8 a.m. to 5 p.m. Rides are scheduled at least a day in advance. Remember, if you need a ride to work on Saturday or Sunday, or need a ride on Monday, your reservation needs to be made by the close of business on Friday.

If you are riding for the first time, you will need to fill out an intake form so you can be entered in to our scheduling system. Intakes can be done over the phone or in person, and punchcards can be purchased through the mail. Once you are in our system, you can schedule your rides.

There is no need to call daily to schedule your rides. In fact, you can schedule a week, a month, even a year in advance. This is very convenient for passengers traveling to school or work. If you do schedule ahead, remember to cancel rides you do not need!

CARTS Vehicles...

CARTS has seven vehicles: two 13-passenger vans, 1 15-passenger van, one handicap accessible mini van, one mini van and two narrow body bus.

Two of our vehicles have bike racks mounted on the front. These bike racks are the most modern equipment available and are simple to use. They are capable of carrying two bikes at a time. Please ask your driver for a demonstration.

The wheelchair accessible mini van is equipped with a fold out ramp, and can accommodate two wheelchair passengers at a time. This vehicle is also equipped with the latest technology in restraints – Q Straints. The narrow body buses are also wheelchair accessible. Our drivers are thoroughly trained in wheelchair restraint and passenger assistance in order to handle any passenger need.

Cancellation & No-Show Policy...

A “No-Show” occurs when a rider who has a confirmed ride scheduled does not use the transportation within five minutes of the vehicles arrival.

If you reserve a ride and decide not to travel, you must call to cancel your service at least two hours before your requested travel time. Any cancellation received less than two hours before the scheduled pick up time will be considered a “No-Show”. **If the first scheduled trip is logged as a “No-Show” the return trip is automatically cancelled.**

No-Shows are very costly to CARTS. Before you place a ride reservation, be certain that you really plan to travel. Excessive No-Shows are considered an abuse of the system and will result in penalties and/or suspension of service. The following is CARTS No-Show Policy:

Your transportation is scheduled in the CARTS system to meet your specific needs. You will not be able to make last minute pick-up or return time changes. If you absolutely need to make a change, please call 262-8900 immediately. You will only be allowed Two (2) No Shows. After this point, a review will be done regarding the reasons for missing your rides. CARTS transportation has the right to decline your transportation rides. If your punch cards are purchased through an agency, we will contact your case manager if problems arise such as no shows or last minute cancellations.

One No-Show results in a Serious Warning.

Two No-Shows will result in a one-week Suspension from CARTS.

Three No-Shows will result in a one-month Suspension from CARTS.

CARTS has a Cancellation Pager that is turned on Monday through Friday from 6:00 am to 8 am and from 5pm to 10 pm. The pager is also on from 6 am to 10 pm Saturday and Sunday. The pager is digital and very easy to use - just dial 1-800-418-0036 and after the beep, enter the number where we can reach you. CARTS will call you back and cancel or adjust your ride for you if necessary.



Rider Suspension Policy (other than No-Shows)...

CARTS has made a commitment to provide quality public transportation services to anyone in the central Kenai Peninsula that needs a ride. CARTS will make every reasonable effort to accommodate riders various conditions. However, there are rare occasions where the service is abused by individual riders. When this occurs on a repeated basis, it may be necessary to deny service to those individuals.

Criteria for the suspension of service:

- **Verbal or physical abuse** towards a CARTS employee or passenger.
- **Behavior** which represents a clear and present danger to an individual's health or safety or of others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.
- **Lateness**, not being ready at the scheduled pick-up time. Rules require passengers to be ready 15 minutes before the scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.
- **Cancellation**, trips which are repeatedly canceled less than two hours before the scheduled pick up time may result in those trips being considered a no-show.

Procedure

The following procedure will be followed before denying any transportation for any individual. All communications to the individual will be in an appropriate accessible format.

1. CARTS staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or CARTS employees.
2. Incidents will be carefully and completely documented.
3. CARTS staff will provide notice of each infraction. This notice will include an explanation of the policy which the passenger has failed to follow. Notice will be provided of any proposed action, or suspension of service resulting from the infraction.
4. With the exception of an infraction involving behavior which presents a danger to the individual or others using CARTS, passengers will receive three notices of infraction prior to the suspension of service.

The second notice will be a warning of impending suspension of service following the next occurrence of the infraction.

5. If corrective action does not occur, a third notice will be given to officially notify the individual of the suspension of service, and the date and duration of the suspension of service.

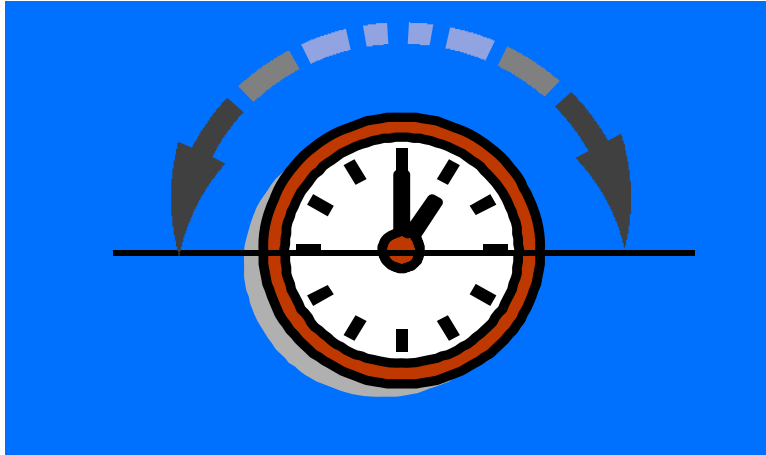
Rules of the Road...

- Everyone is eligible.
- Rider does not pay driver - charges are paid with pre-purchased punch cards.
- Punch cards are like cash - **IN THE EVENT PUNCH CARDS ARE LOST OR STOLEN, CARTS DOES NOT BEAR RESPONSIBILITY IN REPLACING THEM OR REFUNDING MONEY. CARTS WILL, HOWEVER, REPLACE THE CARD OR CARDS AFTER 90 DAYS IF THEY HAVE NOT BEEN USED.**
- Punch cards are assigned to specific riders. Rides authorized with this punch card are to be taken only by the individual whose name is on the card.
- All rides are scheduled a day or more in advance.
- Cancel at least two hours in advance.
- Children under the age seven cannot ride alone, but do ride free with a caretaker.
- A ride may be in a taxi, a volunteer in a private car, a senior or other agency van or a CARTS van.
- Passengers will probably share the vehicle with others.
- Passengers may be asked to reschedule, for group rides.
- Passengers may have to wait for a while, and be ready.
- Stops must be quick, since others are waiting. **ALWAYS** be considerate of others.
- Smoking is not permitted on any CARTS vehicle.

- Riders may not eat or drink on CARTS vehicles. Food and beverages will be allowed only in unopened containers.
- Firearms and hazardous items such as uncovered glass, gasoline and other flammables and explosives are never allowed on public transportation vehicles. Only law enforcement officers may bring weapons on public transportation vehicles or property.
- All passengers and drivers are required to use a seat belt or approved child safety device. Drivers will not move the vehicle until everyone is safely secured. CART vehicles are equipped with some child restraints, but it is strongly recommended that you bring your own. The driver is required to ensure child restraints are secured, and will be glad to assist you with installation.
- Offensive language or behavior that is disruptive or unsafe for other riders or the driver is not allowed.
- Radios, audio devices and musical instruments cannot be operated unless earphones are used and the noise cannot be heard by the driver or by other passengers.
- Driveways and walkways must be plowed and shoveled to allow for safe access and a reasonable turnaround area. If your driveway is not plowed, you will be asked to walk out to meet the vehicle.
- CARTS provides door-to-door service for passengers from the entry doorway to the vehicle. The driver can only go as far as the entry of a building. If a person requires assistance beyond an entry to a building, the passenger needs to provide their own attendant.
- A Personal Care Attendant is someone who is physically and mentally able to assist a passenger when they requires assistance beyond door-to-door service or needs to travel with the passenger for safety and health reasons. Both the PCA and the rider must be picked up and dropped off at the same address. Attendants ride free of charge with CARTS.

CARTS Pickup Window...

Flexibility is the Key



15 minutes before

15 minutes after

Please be ready 15 minutes before your scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.

Remember that other riders may ride in the same vehicle with you, or the vehicle may be scheduled to pick up another passenger right after you reach your destination. Be sure to allow enough time when scheduling in the winter to allow for poor road conditions.

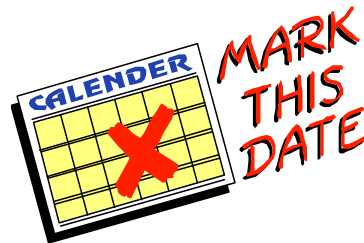
If the vehicle will be more than 15 minutes late, a CARTS staff member will try to notify the rider. If the vehicle is late, the rider should call 262-8900. The dispatcher should be able to approximate an arrival time for the vehicle.

Trip length depends on a variety of conditions, i.e. number of passengers on the vehicle, day care stops, road conditions, etc.

Office Holidays...

The following is a list of holidays when the CARTS office will be closed for scheduling, but rides are still delivered on these days. Please remember to schedule your rides the day before the holiday. Be sure to schedule through the weekend if the holiday falls on a Friday!

- New Year's Day - January 1st
- Memorial Day – The fourth Monday in May
- Independence Day - July 4th
- Labor Day – The first Monday in September
- Thanksgiving – The fourth Thursday and Friday/November
- Christmas Eve – December 24th
- Christmas Day - December 25th



Lost Items...

CARTS is not responsible for lost items. When exiting the vehicle, please be sure to check around your seat to make sure you have all your belongings. If you do leave something on the vehicle please call the office as soon as possible.

Parcels...

CARTS will make every effort to accommodate passengers that have parcels. If you are expecting to be carrying a large amount of things with you please let the office know when you schedule your ride. If there is any problem, it can be addressed at that time.

Animals...

Animals, except for approved service animals are not permitted on vehicles unless housed in closed containers.

Contract Services...



CARTS can provide special trips for your group!

Special group trips are available! Contract services must be scheduled one week in advance, and at this time must remain within our service area, from Nikiski to Kasilof to Sterling.

TERMS: \$65 per hour, one-hour minimum (full hours only, partial hour is billed as one hour)

MILEAGE: For each hour contracted, CARTS will include 50 free miles! (additional mileage will be billed at 50 cents/mile)

INCLUDES: Driver and Insurance, child restraints if necessary.

**Schedule your group now.
We're going your way!**

Central Area Rural Transit provides public service door-to-door rides that are subsidized by public transit funding. Contract Service trips are billed to recover the cost of the service, and are not subsidized.

Keeping in Touch...

In order for CARTS to serve the community better, we work to constantly upgrade and improve our services. The public is always invited to call us to inquire about any of our services. We are here to serve the public, and no question is too big or too small! We welcome all questions and suggestions.

Another way to be involved is to participate in our Advisory PARTNERS Group or to be a volunteer driver. Call 262-8900 for more information.

Special Thanks...

CARTS would like to thank everyone that uses public transportation, and encourage your continued support. Only by keeping transportation in the public eye can we hope to insure the future of public transit in our area.

CARTS would also like to thank the Kenai Peninsula Borough, the City of Soldotna, the City of Kenai, plus all the local agencies and organizations that help us in our endeavor to provide public transportation to the central Kenai Peninsula.

Last, but certainly not least, CARTS would like to thank our volunteers dedicated employees, and contract providers. They are the heart of the program!

*Check out our website at www.ridesalaska.org
It is updated regularly and includes our newsletter!*



Central Area Rural Transit System, Inc.
P.O. Box 993
Soldotna, AK 99669