



# C-VAN

C-TRAN'S PARATRANSIT SERVICE

# Rider's Handbook

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### **C-TRAN and C-VAN's Mission:**

*Provide safe, reliable, efficient mobility choices.*

C-VAN is a curb-to-curb, shared-ride transportation service for individuals with disabilities and, because of their disabilities, are unable to use C-TRAN's regular buses. Passengers must meet the Americans with Disabilities Act (ADA) of 1990 eligibility standards to receive service.

C-VAN cares about safety, reliability, and rider comfort. We take pride in offering the best public transportation in South-west Washington.

The information contained in this handbook is current at the time of printing. Changes may occur as necessary.

### **C-VAN and C-TRAN Promise to:**

- Make customer safety our #1 priority;
- Treat all individuals with respect and dignity, regardless of race, color, national origin, sexual orientation, age, or disability;
- Listen to our customers;
- Make changes that will positively impact service quality and efficiency;
- Provide information in accessible formats;
- Inform customers of alternative transportation options;
- Keep customer information confidential;
- Provide transportation services within a reasonable time period;
- Minimize ride times as much as possible; and
- Work hard to provide polite, courteous, and timely answers to questions and requests.

C-VAN's application process may take up to 21 days.

### **To Qualify for C-VAN Service, You Must:**

- Meet conditions established by the Americans with Disabilities Act (ADA); **and**
- Be unable to get on, ride, or get off an accessible transit bus by yourself; **or**
- Be unable to get on a non-lift-equipped bus; **or**
- Be unable to travel to or from a bus stop or find your way around the transit system by yourself because of a physical or cognitive disability.

### **To Apply for C-VAN Service:**

- Call (360) 695-8918 and ask for a C-VAN preapplication and questionnaire to get you started; and
- Complete the preapplication and questionnaire and return it to C-VAN.
- We will send you a C-VAN application once it is determined you may qualify. When you receive the C-VAN application, have your doctor, DVR/DDD caseworker, nurse or mental health counselor, the Area Agency on Aging, Medical Transportation Brokerage, or Services for the Blind fill in the appropriate sections; return the entire application with professional verification to C-VAN.
- You must be seven years old or older to be eligible for paratransit service.
- Certification for paratransit eligibility is not forever. Most

eligibility is granted for a period of one to four years. The Americans with Disabilities Act (ADA) provides for recertification of a customer's eligibility. A notification letter and recertification form is sent at least 60 days before your eligibility is due to expire.

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## Determining Eligibility:

- C-TRAN will determine your eligibility within 21 days after receiving a fully complete C-VAN application.
- Additional questionnaires may be sent to you to help with the determination process. Most of the questionnaires would need to be completed by a health care professional.
- A functional assessment may be required to determine your level of service. If we determine a functional assessment is necessary, C-TRAN will contact you and book a ride free of charge for your functional assessment. A supervisor will meet with you, ask additional questions pertaining to your application, and assess mobility and cognitive abilities.
- Once C-TRAN has determined your eligibility, you will receive a letter notifying you of the decision. If you are not satisfied with the decision, you may appeal in writing within 60 days of the date of the letter. See Eligibility Appeal Process on page 7.

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## Paratransit Provides Three Different Levels of Service:

1. Full service allows the customer to take the van for all of their trips during our service hours within our service area.

2. Conditional service is for persons who are able to take the bus some of the time and require van service at other times.
3. Temporary service is for people who have a temporary need for service due to a catastrophic event such as a stroke, broken leg, etc.

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## Eligibility Appeal Process

To receive a complete C-VAN Appeal Process, please ask a reservationist to send you a copy.

- Appeals should be filed in writing within 60 days of receipt of notification of denial to the Director of Operations at C-TRAN, PO Box 2529, Vancouver, WA 98668-2529.
- Appeals not resolved to your satisfaction can be heard by the C-TRAN Citizens Advisory Committee (CCAC). Appeals at this level must be in writing to the Director of Operations stating your intent so the appeal can be placed on the CCAC agenda.
- If the grievance brought before the CCAC is not resolved to your satisfaction, your appeal may be presented to C-TRAN's Executive Director/CEO. The request to present your appeal must be in writing to the Director of Operations within ten days of the CCAC hearing.
- Final appeal must be in writing and sent to C-TRAN Board of Directors within ten days of the Executive Director/CEO's determination.

## Guest Eligibility

C-TRAN is not required to provide service to a visitor for more than 21 days from the date of the visitor's first paratransit trip. After 21 days, C-TRAN may require you to apply for paratransit eligibility in the usual local manner.

To qualify for guest service, contact your local paratransit service and ask them to fax your information to C-VAN at (360) 906-7495. C-VAN requires the following information to process your request: Name (first and last), address, phone number, birth date, type of disability, and your eligibility dates.

## Service Area

The paratransit service area is comparable to the area serviced by the regular fixed route bus system and conforms to the Americans with Disabilities Act (ADA). The service area consists of the urban growth boundary of Vancouver and extends to ¾ of a mile each side of and around each fixed route service for Battle Ground, Camas, and Washougal. Contact C-TRAN at (360) 695-8918 to determine if your home or destination is within the present paratransit service area.

## Making a Reservation

Reservations can be made one day in advance. We do not accept same-day reservations. Ride times are subject to change. All phone calls are recorded for training purposes and quality assurance.

Please provide the following information and make sure you have the addresses of all your destinations (see next page):

1. Passenger name;
2. Let us know if a Personal Care Attendant, guest, or service animal is riding with you. The driver cannot transport individuals who are not scheduled for a trip;
3. Street address and business name, if applicable, of pick-up;
4. Street address and business name, if applicable, of destination;
5. Pick-up time (for medical, dental, or other appointments, please provide your appointment time);
6. Pick-up date;
7. Mobility equipment and type for all riders;
8. Name and telephone number of destination;
9. Return trip or new destination address; and
10. Pick-up time for return trip or new destination.
11. When you are finished scheduling your trip, ask the reservationist to repeat all the information back to you.
12. You may not inquire about, cancel, or change another person's reservation without permission. C-VAN will not disclose personal information.

C-VAN paratransit service provides more than 500 trips each weekday. We are not a taxi service but rather a shared-ride van service that carries multiple customers to different destinations. The van may stop to let other people on or off before you get to your destination.

## Minimum Stay

When reserving a ride on C-VAN, the passenger must stay at their destination at least 45 minutes. There must be 45 minutes between all drop-offs and pick-ups for additional rides.

**IMPORTANT** Your bus will arrive within a 30-minute pick-up window. C-VAN will tell you when your 30-minute pick-up time begins. Please be ready to ride. You are not obligated to board the bus if it arrives before the beginning of your window time.

## Negotiating a Ride

Please be flexible when planning your ride. C-VAN will do everything possible to accommodate your first request, but you may have to accept an alternative if your first choice is not available.

## Faxing Ride Requests

Ride requests can be faxed to C-VAN at (360) 906-7495 daily, 8:00 AM to 4:00 PM. Faxed requests need 48 hours' advance notice to process. A ride confirmation will be faxed back to the customer the day prior to the ride. Please use C-VAN's Fax Request form when making a request. Forms are available by calling (360) 695-8918.

Sorry, no e-mail ride requests will be accepted.

## Changing Ride Times

If it is absolutely necessary to change your ride, please use the following guidelines:

- No same-day ride changes will be accepted;
- Only the passenger or person who scheduled the ride can change the ride time or location;
- Time changes must be at least one hour different from your original request.

### Rider Tip:

*Request a No Earlier Than pick-up if you cannot start your trip early or request a No Earlier Than drop-off if you cannot arrive early at the destination. No Earlier Than requests cannot be combined if you have an appointment. We will try to accommodate your request, but there are no guarantees. Request an appointment time if you have an appointment. This may require earlier travel and drop-off before the business opens. Appointment and No Earlier Than requests cannot be combined.*

## Cancelling Rides

Cancelling your ride is easy:

1. Simply call (360) 695-8918 at least one hour before your scheduled pick-up. For example, if your pick-up time was 9:30 to 10:00 AM, you must call C-VAN by 8:30 AM to avoid a no-show.
2. Ride cancellations will be accepted between the hours of 6:00 AM–7:00 PM (weekdays) and 8:00 AM–5:00 PM (weekends and holidays).

**NOTE:** Effective spring/summer 2010, C-VAN will offer 24-hour-a-day, 7-day-a-week phone-in ride confirmation and cancellation. Customers may call to confirm or cancel their rides with an automated voice recognition system.

**Rider tip:**

*Have a pen and paper ready when you make your reservations. Write down the name of the reservationist and the time you made the call in the event C-TRAN needs to re-search your request.*

**Scheduling Subscription Rides**

Regular trips that begin and end at the same location, time, and continue for at least three or more months are eligible for subscription rides. To request a subscription ride:

Follow the ride reservation process;

- Ask for a Subscription Ride arrangement;
- Continue to request each ride until your subscription ride request is confirmed;
- Subscription ride requests may take up to three months to process;
- To avoid no-show penalties, make sure to cancel any rides you may not need.
- Permanent changes or cancellations will result in a new ride request; and
- Too many cancellations and no-shows (missed rides) may end your subscription ride arrangement.

**Hand-to-Hand Service**

A person requesting hand-to-hand assistance must be eligible for Americans with Disabilities Act (ADA) complementary service and have a certified disability that creates a high degree of dependency on others in order to achieve basic mobility.

To receive hand-to-hand assistance, you must register with C-TRAN as fully eligible for ADA paratransit service. A Certification of Need for Hand-to-Hand Assistance form, including verification of need for this assistance by a healthcare professional, may be submitted at the time of the initial application for ADA eligibility or at any subsequent time thereafter.

*Assistance may not always be available if providing the assistance would require the driver to leave the vehicle with other passengers onboard who cannot be left unattended.*

**NOTE:** A person has to accept the “hand-to-hand” customer at all drop-off locations. Excessive missed rides or difficulty in locating the hand-to-hand recipient could jeopardize hand-to-hand service.

**Door-to-Door Service**

Door-to-door assistance on C-VAN is provided to those riders who have demonstrated the need for assistance in the boarding and deboarding process. Door-to-door assistance goes only to the entrance of your home or a facility. The driver cannot go into your home or assist you into a facility. Need for this assistance must be based on disabilities that create a high degree of dependency on others in order to achieve basic mobility. Once certified, door-to-door assistance will be provided for most trips (demand, standing, or subscription trips) with the exception of circumstances in which C-TRAN employees are not permitted to leave the vehicle when simultaneously transporting a customer who cannot be left unattended. In those circumstances, the rider must make arrangements with a Personal Care Attendant (PCA) to assist him/her. *Door-to-door assistance is not required by the Americans with Disabilities Act (ADA) but is an additional service provided by C-TRAN.*

To receive door-to-door assistance, you must register with C-TRAN as fully eligible for ADA paratransit service. A Certification of Need for Door-to-Door Assistance form, including verification of need for this assistance by a healthcare professional, may be submitted at the time of the initial application for ADA eligibility or at any subsequent time thereafter.

**Travel Training**

Travel training helps seniors and persons with disabilities gain more independence by assisting them in becoming fixed route bus customers. Trainers familiarize you with how the system works, from bus routes to fares, and most importantly, how the system can work for your specific needs. The trainer will determine your needs and design an individualized training plan just for you. If you are interested in travel training, call (360) 696-4494 and ask to speak with a Travel Trainer.

**Fixed Route Buses**

All fixed route buses are lift-equipped or have low floors for easy boarding for your convenience. Fixed route bus drivers call out all major stops and intersections. You may gain more independence by using a fixed route bus, and you will not need to rely on booking a ride for a specific time and date. Your C-VAN ID card will allow you to ride the fixed route service at a reduced rate. Work with your reservationist for additional trip planning on fixed route at the time you book your ride.

**TriMet LIFT**

Connections to the TriMet system occur at the Parkrose Transit Center (off I-205) or at the Jantzen Beach Transit Center (off I-5). Passengers must make a separate reservation with TriMet LIFT at (503) 802-8000 or (503) 802-8058 (TTY). Ride reservations on LIFT are separate from C-VAN. You must contact each program separately.

## Late Cancellation Policy

A late cancellation occurs when a reservation is cancelled after business hours the day prior to the specified reservation and up to 61 minutes the day of the specified reservation. Cancellations that are 60 minutes or less are considered no-shows (page 17).

- Each additional late cancellation after the six free late cancellations will be registered as a point.
- The ninth late cancellation will result in a one-week suspension.
- Customers may earn one **free** late cancellation point for every four consecutive months of zero late cancellations.
- All late cancellations may be appealed. Customers or their advocates should call C-VAN at (360) 695-8918 as soon as possible to discuss the late cancellation. Formal appeals may be sent to:

### **C-TRAN Director of Operations**

PO Box 2529

Vancouver, WA 98668-2529.

**NOTE:** Coming summer 2010, C-VAN may discontinue the Late Cancellation Policy. Customers will have the opportunity to confirm and cancel rides 24 hours a day, 7 days a week.

## No-Shows:

- A no-show occurs when you cancel a scheduled trip at the door or when you do not cancel your trip at least 60 minutes before pick-up. For example, if your pick-up time was 9:30 to 10:00 AM and you call after 8:30 AM, the cancellation will result in a no-show point; or
- When you are not ready to ride within five minutes of the arrival of the bus.

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## No-Show Penalties

- No-show points are accumulated over a six-month period (January 1–June 30 and July 1–December 31). At the beginning of the half year, all previous points are eliminated, and you start the new half year with zero points.
- Three no-shows in a six-month period may result in a one-week suspension of service.
- Six no-shows in a six-month period may result in a one-month suspension of service.
- Nine no-shows in a six-month period may result in a two-month suspension of service.
- Twelve no-shows in a six-month period may result in a three-month suspension of service.
- Fifteen no-shows in a six-month period may result in a four-month suspension of service.
- Eighteen no-shows in a six-month period may result in a six-month suspension of service.

## Appealing No-Show Penalties

You will receive a letter notifying you of a no-show point. Call C-VAN at (360) 695-8918 as soon as possible to discuss your no-show. If you wish to appeal your no-show, contact the Passenger Service Manager and request consideration. To receive the complete no-show appeal process, ask a C-VAN representative. If your appeal is not resolved to your satisfaction, you may write to:

### **C-TRAN Director of Operations**

PO Box 2529

Vancouver, WA 98668-2529.

Please be sure to include your full name, phone number, and address.

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## Rider Information

### **CALL 911 FOR EMERGENCIES**

*If you have a medical emergency or your condition is very fragile and you require specialized care, please call 911.*

*C-VAN operators are not trained as paramedics.*

## Rider Information

- C-TRAN provides hundreds of trips each day. Every effort is made to accommodate your request; however, it may not always be possible to travel at the exact time of your request.
- Trips may be made for any purpose. Due to federal rules, C-TRAN is not allowed to prioritize rides by trip purpose.
- Call early in the day—phone lines are busiest in the late afternoon. Call between 8:30-2:00 PM to beat the crowd.
- **Allow Extra Travel Time** C-VAN trips are scheduled on a shared-ride basis. The bus may stop to let other passengers on or off before reaching your destination. Unexpected delays may occur due to road construction, time of day, bad weather or traffic demands.
- Passengers should be ready at the beginning of their quoted pick-up window. For example, if your pick-up is between 10:00 AM and 10:30 AM, the bus can arrive as early as 10:00 AM and as late as 10:30 AM
- Operators can wait only five minutes for you after they arrive to pick you up. After the five minutes, the operator may be directed to move on and pick up other passengers. To avoid delays, missed appointments, and no-show penalties, please be ready to go when the bus arrives.
- Operators can assist passengers with packages or bags of groceries (up to four bags) if they can safely do so in one trip, while still providing passengers with reasonable assistance.

- Please notify us at the time you book your ride if you will be using a wire shopping cart. Passengers may bring one wire shopping cart.
- Carry needed medication with you in case of delays.
- If you are diabetic or hypoglycemic, bring a small snack with you in case you travel longer than expected.
- If you use oxygen, be sure your tank is full in case you travel longer than expected.
- Ensure your mobility device is thoroughly charged before you leave your house.
- Choose stores and other locations close to your home.

### **Rider Tip:**

*If you need assistance from your apartment to the lobby or from a building entry to an office on another floor, you must have someone other than the driver assist you. C-TRAN asks that you schedule your round-trip transportation when setting up any ride. Medical or legal staff can help you determine how long you may need for your appointment.*

### **Double-Booking Slows Service**

Scheduling multiple rides for different times with the intention of using only one of them is called double-booking. Double-booking:

- Creates scheduling gaps that cause delays;
- Takes away seats others could use; and
- Wastes time and reduces efficiency.

### **Personal Care Attendants**

- A Personal Care Attendant is defined as someone who assists the rider with daily life functions and may provide assistance during the ride or at the destination.
- A Personal Care Attendant is not required to pay bus fares.
- A Personal Care Attendant must be picked up and dropped off at the same location(s) as the passenger.
- Please notify us if your Personal Care Attendant uses a mobility device.

### **Companions and Guests**

- One companion or guest may accompany the passenger in addition to a Personal Care Attendant.
- The companion must be picked up and dropped off at the same location(s) as the passenger.
- The cash fare is the same as for the C-VAN passenger.
- Please notify us if your companion or guest uses a mobility device.

### **Rider Tip:**

*Please inform your reservationist each time you call if a PCA or companion will accompany you. Be sure to mention whether they will be using any mobility aids such as a wheelchair or walker. If you do not inform us at the time you book your ride, your PCA or companion may be refused service.*

## Mobility Devices

- Mobility devices may be evaluated for ADA compliance.
- C-VAN drivers use a four-point belt securement system and an over-center floor-mounted seat belt.
- Passengers who use wheelchairs and scooters must use personal lap belts.
- C-VAN drivers are unable to assist with inoperable electrical equipment. Battery-operated equipment must be in good working condition.
- Passengers who are able to transfer to seats are encouraged to do so.
- For your safety, mobility devices will be reverse boarded (back of mobility device next to vehicle, passenger facing away from vehicle).
- The mobility device must measure 30-inches wide (wheel rim-to-wheel rim) by 48 inches long (measured two inches off the ground from the widest part of the wheel to the footrest.)
- The total weight of the passenger and the mobility device cannot exceed 600 pounds.
- Passengers exceeding 368 pounds in a manual wheelchair will receive curb-to-curb service only. (Hand-to-hand and door-to-door will not apply.)

### **Rider Tip:**

*You may experience a more comfortable ride if you are able to transfer out of your mobility aid onto a seat on the bus. Please inform your reservationist if you would like to do this.*

## How to Improve Your Service:

- Make sure the pick-up and destination addresses are clearly visible from the street;
- Call C-VAN at (360) 695-8918 as soon as possible if you change your address, telephone number, or emergency contact name and number;
- Update information on your mobility device, type, and style;
- Let us know if you need a Personal Care Attendant and if that person needs any special accommodations;
- **Have the address of your destination before you call;**
- Have a pen or pencil ready to write down your window time when reserving a ride; and
- If you have not received your ride times by 3:00 PM the day before your ride, call us at (360) 695-8918.
- Up to two additional people may ride with an ADA-eligible customer and must be identified at the time the ride is booked.
- Be ready when your pick-up window begins.
- Be flexible in your travel plans.
- Be there to meet the bus; don't wait for the driver to find you.
- Be patient. C-VAN is not a taxi service.
- Be ready to pay your fare. Exact fare required. Drivers do not make change.

## Passenger Conduct:

- Follow all C-VAN policies;
- Refrain from behavior or language that threatens C-VAN passengers or drivers;
- Keep food and beverages in closed containers;
- Observe the “no smoking” rule on C-VAN buses;
- Maintain good personal hygiene; and
- Use headphones when listening to radios or other audio devices. Please be mindful of headphone volume.

## Items You May Bring on C-VAN

- **Animals:** Service animals are allowed on C-VAN; other animals must be in secure pet carriers or travel carriers. Please let us know when you book your ride if you will be bringing an animal onboard.
- **Groceries:** **Only four grocery-size bags will be allowed.** C-VAN drivers may help passengers carry parcels to their doorstep. Carry-on items other than grocery bags must be small enough to fit under the seat or on your lap; this includes luggage. Personal Care Attendants (PCA) and companions are responsible for their own packages—drivers can only help C-VAN eligible customers. Drivers are not allowed to carry your items upstairs or into your residence.
- **Oxygen:** Oxygen may be transported on C-VAN. The C-VAN driver will secure the tank on the bus but cannot operate the tank mechanism. Customers are responsible for supplying an ample amount of oxygen for their trip. This includes any time

- spent waiting for your ride going to and from the point of origin.
- Items you or your companion are able to carry to and from the vehicle.
- Items small enough (including luggage) to fit on your lap, under your seat, or elsewhere clear of the aisles, seats, and wheelchair securement areas in the bus.
- Items you or someone else traveling with you can hold or stow so they do not present a hazard to other passengers or the C-VAN driver during the trip.
- All personal belongings, such as medicine, lunch boxes, purses, etc., that do not need to be secured, must be kept in the passenger’s possession at all times. These items are not C-VAN’s responsibility.

## Safety and Hygiene

- All ambulatory passengers must be seated when the bus is in motion, and passengers are required to wear a seat belt.
- Infants and children with disabilities who are not in a wheelchair must be:
  1. Buckled into a car seat provided by the adult (under age four and/or 40 pounds or less); and
  2. Buckled into the seat next to the accompanying adult.
- Mobility equipment must be in good working order, clean, and free of noxious odors.
- Personal hygiene is important for the health and safety of others. Please be considerate of others.
- Secure packages under seat.

- C-VAN drivers are not allowed to open and close your house door;
- C-VAN drivers are not allowed to assist passengers inside their home;
- C-VAN drivers are not allowed to look for passengers beyond the facility's entrance; and
- C-VAN drivers do not lift, support, or otherwise physically manipulate a passenger's body.
- C-VAN drivers are unable to assist with inoperable electrical equipment. Battery-operated equipment must be in good working condition.
- C-VAN dispatchers attempt to schedule rides on the most efficient and time-sensitive route possible. Please be flexible when requesting a pick-up time.
- C-VAN dispatchers cannot guarantee your trip as it may be affected by traffic delays, weather conditions, or unprepared riders. Please do not schedule your appointments too closely together.
- C-VAN may not take a direct route to your destination. Deviations are made to maximize resources and to accommodate as many customers as possible.
- You may be on the bus for up to one hour. Extended ride times allow us to serve more people more efficiently.

**NOTE:** C-VAN may limit, suspend, or deny service to riders who disregard C-VAN policies, engage in unsafe or threatening behavior, or whose residence or destination is not safely accessible.

### Customer Comments and Complaints

Customers wishing to submit a comment/complaint regarding C-TRAN or C-VAN service may do so by telephone, in person, by e-mail, through our Web site at [www.c-tran.com](http://www.c-tran.com), or by fax. Interpreter service for non-English speaking customers is available to assist in making a comment, complaint, or suggestion. Acknowledgement of receipt will be provided within ten business days (as long as the citizen provides contact information), and dissatisfied citizens may appeal the response of C-TRAN. Citizens who complain are protected from retribution. For a detailed description of the C-TRAN Appeal Process or a copy of the C-TRAN Citizen Comment Policy, please call (360) 695-0123 or visit [www.c-tran.com](http://www.c-tran.com).

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### Lost and Found

C-TRAN is not responsible for articles mistakenly left on or near the bus or at transit centers, bus stops, shelters, or at a business. Please gather all your belongings before you exit the bus. Should you leave something behind, C-TRAN's Lost & Found is located at the Fisher's Landing Transit Center Passenger Service Office. All items found on C-TRAN property will be taken to the Lost & Found within two days of their recovery. Items will be kept for two weeks prior to their removal. The Lost & Found Office is open from 7:00 AM to 7:00 PM weekdays and closed weekends and holidays. Please call our Lost & Found Department at (360) 906-7562 and leave a detailed description of your lost article and include your name and phone number so we can return your call. The Lost & Found Department will return your call if they receive an item that resembles the description of the one you lost.

### Snow and Ice

- In severe weather conditions, service may be delayed or canceled.
- Be patient, as telephone lines will be busy and buses may be delayed. If you do not wish to travel due to weather conditions, please call and cancel your ride as soon as possible.
- C-VAN will contact you by phone if:
  1. The bus is unable to reach your residence because of bad road conditions; or
  2. The driver determines that you cannot be safely transported from your home to the bus.
- Life-sustaining medical trips (such as dialysis, radiation, and chemotherapy) will have first priority during severe weather conditions, for as long as vehicles are allowed on the roads.
- **Please listen to the radio, watch television, or visit C-TRAN's Web site at [www.c-tran.com](http://www.c-tran.com) for updates. You can also call C-TRAN's Snow and Ice hotline at (360) 906-7499.**

### Title VI Policy

C-TRAN operates its programs and services without regard to race, creed, color, or national origin in accordance with Title VI of the Civil Rights Act and other applicable laws.

Title VI of the Civil Rights Act of 1964 states: "No person in the United States shall, on the grounds of race, color, creed, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Persons who feel they have been subjected to discrimination because of race, color, creed, or national origin may file a

complaint with C-TRAN. A complaint must be filed in writing within 180 days of the alleged discriminatory act. Complaints should be addressed to C-TRAN, Title VI Program, P.O. Box 2529, Vancouver, WA 98668-2529. For more information, call (360) 696-4494.

### Unlawful Bus Conduct

1. A person is guilty of unlawful transit conduct if, while on or in a transit vehicle or in or at a transit station, he or she knowingly:
  - a) Smokes or carries a lighted or smoldering pipe, cigar, or cigarette, unless he or she is smoking in an area designated and authorized by the transit authority;
  - b) Discards litter other than in designated receptacles;
  - c) Dumps or discards, or both, any materials on or at a transit facility including, but not limited to, hazardous substances and automotive fluids;
  - d) Plays any radio, recorder, or other sound-producing equipment, except that nothing herein prohibits the use of the equipment when connected to earphones or an ear receiver that limits the sound to an individual listener. The use of public address systems or music systems that are authorized by a transit agency is permitted. The use of communications devices by transit employees and designated contractors or public safety officers in the line of duty is permitted, as is the use of private communications devices used to summon, notify, or communicate with other individuals, such as pagers and cellular phones;
  - e) Spits, expectorates, urinates, or defecates, except in appropriate plumbing fixtures in restroom facilities;

- f) Carries any flammable liquid, explosive, acid, or other article or material likely to cause harm to others except that nothing herein prevents a person from carrying a cigarette, cigar, or pipe lighter or carrying a firearm or ammunition in a way that is not otherwise prohibited by law;
- g) Consumes an alcoholic beverage or is in possession of an open alcoholic beverage container, unless authorized by the transit authority and required permits have been obtained;
- h) Obstructs or impedes the flow of transit vehicles or passenger traffic, hinders or prevents access to transit vehicles or stations, or otherwise unlawfully interferes with the provision or use of public transportation services;
- i) Unreasonably disturbs others by engaging in loud, raucous, unruly, harmful, or harassing behavior;
- j) Destroys, defaces, or otherwise damages property in a transit vehicle or at a transit facility;
- k) Throws an object in a transit vehicle, at a transit facility, or at any person at a transit facility with intent to do harm;
- l) Possesses an unissued transfer or fare media or tenders an unissued transfer or fare media as proof of fare payment;
- m) Falsely claims to be a transit operator or other transit employee or through words, actions, or the use of clothes, insignia, or equipment resembling department-issued uniforms and equipment, creates a false impression that he or she is a transit operator or other transit employee;
- n) Engages in gambling or any game of chance for the winning of money or anything of value;
- o) Skates or roller skates or in-line skates, or rides in or upon or by any means a coaster, skateboard, toy vehicle, or any similar device. However, a person may walk while wear-

- ing skates or carry a skateboard while on or in a transit vehicle or in or at a transit station if that conduct is not otherwise prohibited by law; or
  - p) engages in other conduct that is inconsistent with the intended use and purpose of the transit facility, transit station, or transit vehicle and refuses to obey the lawful commands of an agent of the transit authority or a peace officer to cease such conduct.
2. For the purposes of this section:
    - a) **Transit station** or **transit facility** means all passenger facilities, structures, stops, shelters, bus zones, properties, and rights-of-way of all kinds that are owned, leased, held, or used by a transit facility for the purpose of providing public transportation services.
    - b) **Transit vehicle** means any motor vehicle, streetcar, train, trolley vehicle, ferry boat, or any other device, vessel, or vehicle that is owned or operated by a transit authority or an entity providing service on behalf of a transit authority that is used for the purpose of carrying passengers on a regular schedule.
    - c) **Transit authority** means a city transit system under RCW 35.58.2721 or Chapter 35.95A RCW, a county transportation authority under Chapter 35.67 RCW, a metropolitan municipal corporation transit system under Chapter 36.57A RCW, an unincorporated transportation benefit area under RCW 36.57.100, a regional transportation authority under Chapter 81.112 RCW, or any special purpose district formed to operate a public transportation system.
  3. Any person who violates this section is guilty of a misdemeanor.

# CONTACT INFORMATION

## C-VAN Telephone Numbers

Reservations.....	(360) 695-8918
TTY (text telephone).....	(360) 695-9715
Fax.....	(360) 906-7495
Questions, Concerns, and Comments.....	(360) 695-8918
Lost and Found.....	(360) 906-7562
Fixed Route Call Center.....	(360) 695-0123
Travel Trainers.....	(360) 696-7368

## Reservation Center Hours

Sunday-Saturday.....8 AM–5 PM (7 days a week)

## C-VAN Hours Of Operation

Within the urban growth boundary of Vancouver:

Monday–Friday.....5:30 AM–8:50 PM

Saturday.....6:45 AM–8:00 PM

Sunday/Holiday.....7:45 AM–6:45 PM

For service hours outside of the urban growth boundary and those who live within  $\frac{3}{4}$  of a mile from a late-night fixed route bus, please call a reservationist for details.

## C-VAN Address

2425 NE 65th Avenue, Vancouver, WA 98661

PO Box 2529, Vancouver, WA 98668-2529

## Web Site and E-mail

**Web:** [www.c-tran.com](http://www.c-tran.com)

**E-mail:** [c-tran@c-tran.com](mailto:c-tran@c-tran.com)

