



Dial-A-Ride Users Guide

UPDATED 8/24/17

NACOLG Transit
P. O. Box 2603
Muscle Shoals, AL 35662

Schedule a Ride

The Shoals, Russellville, Haleyville and Hamilton
256-314-0047

or

Toll Free 833-314-0047

INTRODUCTION

Dear NACOLG Transit Customer:

The NACOLG Transit System is located on the campus of Northwest Shoals Community College at 103 Student Drive, Muscle Shoals, Alabama. NACOLG serves the counties of Lauderdale, Colbert, Franklin, Marion, and Winston. The transit system operates with Federal Funds administered by the Alabama Department of Transportation and local generated revenue.

This guide will provide helpful information regarding the transit system. If information is needed in an alternative format or for any other questions, please call 256-314-0047 or toll free 833-314-0047, Dial-A-Ride, with any other questions.

A short questionnaire is at the back of our “User Guide.” Please take time to fill out and return to NACOLG Transit. Questionnaires may be given to a transit driver.

Thank you for riding NACOLG Transit Dial-A-Ride.

Service Area

NACOLG Transit operates a fleet of 60 vehicles in the service area. This means the bus you see may be assigned a different route than yours.

The NACOLG Transit Dial-A-Ride operates within the police jurisdictions of Florence, Muscle Shoals, Sheffield, and Tuscumbia. (Approximately 1.5 miles outside the city limits and up to 10 miles outside the city limits for additional fares)
Dial-A-Ride operates in Russellville, Haleyville, and Hamilton. (Approximately 1.5 miles outside the city limits and up to 10 miles outside the city limits for additional fares)

Service Hours

Monday through Friday 7:00 A.M. to 5:00 P.M.

Scheduling Hours - Telephone Numbers

Monday through Friday 8:00 A.M. to 5:00 P.M.
256-314-0047 or Toll Free 833-314-0047

Fares:

Urban System (Florence, Sheffield, Muscle Shoals and Tuscumbia)

Rural System (Russellville, Haleyville, Hamilton)

\$3.00 per one way trip up to 1.5 miles outside city limits

\$6.00 per one way trip 1.5 - 5 miles outside city limits

\$9.00 per one way trip 6 - 10 miles outside city limits

All rides further than 10 miles past the city limits will be based on \$9.00 + \$2.00 per additional mile and availability of time.

You must have exact change. Drivers cannot make change. Have fares ready and pay as you enter the vehicle. After paying, take your seat and buckle your seat belts, so the route may continue.

Service Type

NACOLG Transit Dial-A-Ride is “origin to destination” service. We cannot come onto your property or into your dwelling to help you get to and from the vehicle. Drivers are able to assist with normal boarding and de-boarding. **If further assistance is needed, be prepared to have someone accompany you. There is no charge for one assistant to ride.**

How do I Book a Ride?

Call NACOLG Transit between 8:00 A.M. and 5:00 P.M., Monday through Friday. Book both your ride and return trip (if needed). You will be asked for your appointment time when booking your ride. Please allow adequate time for appointments. You may book a ride as late as 3:00 P.M. the business day before your requested date. This often reduces the chance of you getting the ride times you need. The dispatcher will attempt to call you back once the ride is scheduled (finalized) to confirm the time of your ride. If you have not received a call by 4:00 p.m. the business day before your ride, it is your responsibility to call to confirm the ride.

Please keep scheduling calls as short as possible; the dispatcher is very busy.

Telephone Numbers for Booking Rides

The Shoals, Russellville, Haleyville & Hamilton
256-314-0047
Toll free 833-314-0047

NOTE: All reservation changes must be made before 3:00 P.M. the business day before your scheduled ride.

When making a reservation, please be ready to provide:

- ◆ Name
- ◆ Pick up address (including apartment complex name if appropriate)
- ◆ Telephone number
- ◆ The day and date you want to ride (I.E. Monday, August 16)
- ◆ Appointment time
- ◆ Street address of your destination (including business name)
- ◆ Requested time for return trip
- ◆ Whether you use a wheelchair or other mobility device or require special accommodations
- ◆ Whether a personal care attendant will be riding with you
- ◆ Total number of riders planned (friend, grandchildren, children, helper, etc.)

How do I cancel a reservation?

To cancel a reservation, call NACOLG Transit as soon as possible. (See “Late Cancellation and No Show Policy.”)

Late Cancellation and No Show Policy

To cancel a reservation, call 256-314-0047 or toll free 833-314-0047. **Passengers will be treated as a “no show” for a trip if it is not cancelled by at least 3:00 p.m. the business day before the scheduled appointment.** Early cancellations allow other riders to use the time slot that had been reserved. An earlier cancellation is preferred and does not result in a penalty. A trip that is not cancelled on time will be treated as a “no show”.

A passenger will be considered a “no show” if he/she is not available to board the bus within five minutes of its arrival during the 30 minute window. If the bus arrives earlier, it will wait five minutes after the beginning of the 30 minute window. Buses that arrive later than the ending of the 30 minute window will wait five minutes, but the rider will not be considered a “no show” if not present.

A passenger is permitted three “no shows” within a rolling three month period. The fourth “no show” will result in suspension of eligibility to use transit services for 14 days. Every four “no shows” in a rolling three month period will result in a suspension of eligibility for 14 calendar days. A passenger may pay the equivalent fare for prior “no shows” in lieu of suspension. A passenger shall be notified in writing of the reasons for suspension and shall be given an opportunity to appeal. Passengers will not be penalized for circumstances beyond their control.

Customer Conduct

It is NACOLG Transit policy to provide safe, efficient and quality transportation. To provide the highest quality of service, we must have guidelines that assure all riders of the system are given the opportunity to use the service to its maximum potential.

Transit Policies

- ◆ Correct fare must be paid when entering the vehicle.
- ◆ Be seated promptly.
- ◆ Use of the provided safety belt is required.
- ◆ Wheelchair securements must be used.
- ◆ No loud or offensive language allowed.
- ◆ Limit conversation with the driver.
- ◆ Stay seated while the bus is moving. Do not change seats while the bus is moving.
- ◆ Misconduct (an act, which creates the potential for injury or death to any customer, driver or the general public) is not allowed.
- ◆ Abusive conduct (a verbal or physical act that is generally offensive, invades the privacy rights of others, or touching another person in a rude insolent or angry manner) is not allowed.
- ◆ Disruptive passenger policy is posted in all vehicles.
- ◆ Passengers are required to cover open wounds. Any passenger, including those with disabilities, may be denied access to public transportation if visible body fluid leakage or dripping is occurring.
- ◆ Front seats are posted for persons with disabilities.
- ◆ No eating, smoking or drinking is allowed on the bus.
- ◆ Child safety seats are required but are not provided.

Consequences of Misconduct:

- ◆ First offense may result in suspension of service for that day.
- ◆ A 2nd offense within a one-year period shall result in suspension of service for 30 days.
- ◆ A 3rd offense within a one-year period shall result in suspension of service for 90 days.

Helpful Reminders:

- ◆ The vehicle may arrive within 30 minutes of your scheduled pick up time. For example, if your pick-up time is scheduled for 9:00 A.M., the vehicle may arrive any time between 8:45 and 9:15 A.M. Once the vehicle arrives, it will only wait 5 minutes before going on to its next pick-up.
- ◆ Please be ready at least 15 minutes before your vehicle is scheduled to arrive.
- ◆ If the vehicle has not arrived 10 minutes after your scheduled time, please call NACOLG Transit at 256-314-0047 or toll free 833-314-0047.
- ◆ The driver is required to collect the fare when you enter the vehicle.
- ◆ Transit policy requires the use of the provided safety belts. The driver may assist you if needed.
- ◆ No eating, drinking, smoking or chewing tobacco are permitted on the bus. No radios (jam boxes), CD or cassette players, or video games will be played on the vehicle without headphones.

How to Arrive on Time

It is NACOLG Transit's goal to provide the greatest number of customers with prompt, efficient, safe and friendly service. The following are ways you may help us serve you:

- ◆ Make reservations as early as possible. You may book up to two weeks in advance.
- ◆ Same day scheduling is not allowed.
- ◆ The driver will not make unscheduled stops.
- ◆ A customer may not refuse to ride with other customers or request a specific driver or vehicle.
- ◆ Because you may be riding with other customers, we suggest you:
 1. Allow enough time to reach your destination.
 2. Be prepared for delays due to traffic or bad weather.
- ◆ The driver may arrive as early as 15 minutes before the scheduled time or as late as 15 minutes after the scheduled time.
- ◆ The driver can wait only 5 minutes when they arrive within the 30 minute window. Please allow enough time to complete your appointment, and give the dispatcher the earliest time you feel you will be ready for your return trip.

Packages and Parcels: Carry-on packages are welcome. **Limit the number of packages to what you can carry and hold.** Packages may NOT be stowed on the floor or in aisles. Vehicles are not equipped for storage. Passengers are responsible for getting packages to and from the vehicle. The following items cannot be carried on public transit: pets or animals (except service animals), open containers of food or drinks, containers of gasoline, kerosene, vehicle batteries, and other hazardous material. Portable containers of oxygen, for health reasons, are allowed but must be secured. Call 256-314-0047 or toll free 833-314-0047 if you have a question about an item you wish to carry.

Traveling companion: Companions are welcome to ride for the regular fare but must have the same pick up and destination. You must reserve a seat for your companion.

Children- Fares and Car Seats: Children seven and older pay the full fare. Children six and under ride free and **must** be accompanied by a paying adult. Riders are responsible for providing their child's safety seat. NACOLG Transit has adopted the State and Federal child safety seat usage requirements for a motor vehicle as defined in Alabama Code §32-5-222.

Wheelchair Lifts

When scheduling rides, please tell the dispatcher you use a wheelchair or need lift accommodations.

SPECIAL NEEDS ACCOMMODATIONS

NACOLG Transit offers ADA accessible vehicles for our customers with special needs. Drivers will assist passengers with disabilities (wheelchair users, visually impaired, hearing impaired or other disabilities) in boarding and disembarking. Reasonable modifications in our service will be allowed upon request preferably in advance by those with disabilities. Drivers are trained to provide safe service in a courteous and respectful manner. AT THE VEHICLE (origin to destination) NACOLG drivers will load, secure and unload all “wheelchair” users. A “wheelchair” as defined by Section 37.3 of the DOT regulations is a mobility device with three or more wheels, usable indoors, by individuals with mobility impairments whether operated manually or powered. Maximum weight limit for lifts is 800 pounds including passenger and wheelchair. Customers may have a personal care attendant ride; attendant will not be required to pay a fare. Use of the vehicle lift is not restricted to wheelchair users only but may be used by any customer upon request.

Drivers will announce stops for convenience of customers with disabilities.

NACOLG Transit shall permit SERVICE ANIMALS to accompany customers with disabilities in vehicles. Service animals must be trained to provide a specific service and must be under the owner’s control at all times.

Request for Reasonable Modifications

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, NACOLG Transit will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. NACOLG Transit will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- ◆ Cause a direct threat to the health and safety of others,
- ◆ Create undue financial and administrative burdens,
- ◆ Constitute a fundamental alteration to a service, or are
- ◆ Not necessary to provide equal access to NACOLG Transit's service

Considerations when making a reasonable modification request:

- ◆ Individuals requesting modifications shall describe what they need in order to use the service.
- ◆ Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- ◆ Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, through customer service inquiries or through the complaint process.

- ◆ Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.

The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if NACOLG Transit denies a request, it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

To request reasonable modifications based on a disability, please use the Reasonable Modification Request Form, or contact one of NACOLG Transit's Dial-A-Ride operators at 256-314-0047 or toll free 833-314-0047.

You may be asked to complete a request form. NACOLG Transit will review the request in accordance with its reasonable modification plan. NACOLG Transit strives to respond, in writing, to each request within 15 calendar days. **All the information involved with this process will be kept confidential.**

ADA Reasonable Modification Request Form

Use this form to request a modification to current NACOLG Transit policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. Before filling out this form, please review NACOLG Transit’s Americans with Disabilities Act (ADA) Request for Reasonable Modifications Procedures.

Please include the following items in your request:

- ◆ Based on a disability, why is the modification necessary?
- ◆ Provide a description of your limitation(s) and how it is affected by NACOLG Transit’s policies/procedures.

Name: _____

Date: _____

Phone #: _____

Email Address: _____

Mailing Address: _____

Best Way to Contact You: _____

Modification Request: _____

(Form continued on next page)

Please send to:

NACOLG Transit
P. O. Box 2603
Muscle Shoals, AL 35662

All the information involved with this process will be kept confidential.

Public Transit Steering Committee

The NACOLG Transit Steering Committee is comprised of interested community leaders, local officials, private transit providers, social service agencies, private industry, the general public and NACOLG Transit staff. The common goal of the Committee is to provide a safe, efficient, and cost effective transit service. The Committee meets annually and is an open meeting with public input encouraged.

Passenger Complaint Procedure

If a passenger using the NACOLG Transit system feels the need to file a complaint concerning any aspect of the NACOLG Transit operations, the following steps should be taken:

1. All complaints should be made to the:

NACOLG Transit Director
P.O. Box 2603
Muscle Shoals, AL 35662

2. All complaints should be in writing.
3. All complaints should be received within seven (7) calendar days of the incident causing the complaint.
4. NACOLG will respond in writing within seven (7) calendar days of receipt of the written complaint.
5. Appeal process will refer back to NACOLG's Policy and Procedure Manual.

QUESTIONNAIRE

1. Was your bus clean? ____YES ____NO
2. Did you have to ride too long? ____YES ____NO
3. Was your bus on time? ____YES ____NO
4. Was your driver courteous? ____YES ____NO
5. Did your driver operate the vehicle safely? ____YES
____NO

6. For which of the following do you most often use NACOLG Transit:

Shopping _____ Medical _____

School _____ Work _____

Visiting _____ Other _____

7. Date of ride _____
8. Time of ride _____

FROM:

**FIRST
CLASS
STAMP**

NACOLG TRANSIT
P.O. BOX 2603
MUSCLE SHOALS, AL 35662

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NACOLG Transit