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## *A Rider's Guide*

**260-420-3280**

*Call to schedule*

**TTY users**

**800-743-3333**

Brochure available in alternative  
format upon request



***Mission: To provide dependable and efficient  
transportation so no one is left behind.***

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

**Community Transportation Network | 5601 Industrial Rd. | Fort Wayne, IN | 46825**

# Welcome Aboard!

**CTN** looks forward to serving you with dependable and friendly transportation. **CTN** is a private, nonprofit agency. Fees for this service are discounted. **CTN** is also a Medicaid (traditional) provider.

Vans are lift-equipped and drivers provide friendly door-through-door passenger assistance to meet your needs.

**Call to register** for transportation to medical services or other group trips. Eligible riders include seniors, 60 and older, and individuals with disabilities.

Service is within Allen County, IN. Service is available Monday through Saturday, 7:00 am until 6:00 pm. **CTN** is closed on:

**New Year's Day    Memorial Day**  
**Fourth of July    Labor Day**  
**Thanksgiving    Christmas**

Call well in advance to schedule your trip. In order to schedule your trip requests, we need:

- Your name, address and phone
- Date and time of appointment
- Name and address of appointment
- How long the appointment will last to prevent waiting



One companion can ride at no extra cost.

Portable oxygen can ride if properly secured.

Service dogs can ride, but must be under control of rider and remain under seat out of aisle.

Seat belts must be worn. Extensions are available. Wheelchairs will be secured by a 4-point system. Riders in wheelchairs will be secured by a lap and shoulder restraint, but are encouraged to have an attached lap belt installed for extra protection from sliding out under vehicle belts.

Service is offered without regard to race, color, age, sex, sexual orientation, gender identity, disability, national origin, religion, income status or English proficiency in accordance with Title VI of the Civil Rights Act. Spanish flyer is available. We work with Catholic Charities and other agencies for non-English speaking riders.

## **Important:**

*CTN is not for emergencies.  
For life-threatening emergencies,  
ALWAYS CALL 911.*

### **Cancellation policy:**

We receive more trip requests that we can schedule. Clients canceling a trip should call the day prior to their appointment to allow for others to use that spot. Canceling a ride at the door or without at least 2 hours notice is considered a No Show.

**3 No Shows** will result in suspension of service.

### **Grievance policy:**

We ask that any comment, suggestion, concern or complaint about **CTN** service be shared with the Executive Director as soon as possible. Please call 260-420-3280 or write to the Executive Director at 5601 Industrial Road, Fort Wayne, IN 46825. All issues will be addressed and a response will be sent within seven days of receipt.

A civil rights complaint form is available upon request and is on our website, [www.RideCTN.org](http://www.RideCTN.org). A civil rights complaint may be filed directly at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor—TCR  
1200 New Jersey Avenue, SE

### ***Extreme weather:***

**CTN** reserves the right to close its transportation operation when it is hazardous to travel. We will attempt to call riders affected and will post an official announcement with the media.

### ***CTN funding:***

Funding is received from Medicaid and other governmental programs, fees, and donations from riders, family members, United Way, local foundations, corporations, groups, churches, and other individuals.

Donations are an essential part of funding this specialized service in this community. Please notify friends and family of the need to help support this vital service. The number of trips that can be provided depends on this support.

From time to time, we may ask you to add your voice or your picture to our storybook so other supporters know how vital this service is to our riders.

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**CTN** is here to expand your transportation options.  
Thank you for your trust!

## ***You need to know that...***

- Repeating trips, like dialysis, will be set in schedule as long as needed.
- Rides can be shared with others.
- Riders must be ready to travel one hour prior to their appointment time. Driver will call the client's home approximately ten minutes prior to arriving at the home.
- Driver may not be able to make extra unscheduled stops.
- **CTN** cannot respond to last minute requests like a taxi service.
- Driver can wait no longer than five minutes at the home. Rider needs to report to **CTN** any delays or early dismissals so we can shift routes to accommodate.
- Drivers will not bump wheelchairs up and down steps. Ramps, driveways, and sidewalks must be cleared of ice and snow to avoid injury.
- Eating, drinking and smoking, abuse of riders or drivers, and riding under the influence of alcohol or drugs are prohibited in **CTN** vans.

## ***Fees:***

Fees are discounted based on income and frequency of trips. Medicaid co-pay fees are collected. Call for details.

***Please have*** the exact fee ready for your driver. You may pay the first driver for the entire round trip. Those traveling multiple times per week call the office to make arrangements for payments. The failure to pay past 30 days may result in a suspension of service. The inability to pay can be discussed with the Executive Director.

Drivers cannot accept tips but would gladly accept donations. **CTN** reserves the right to adjust fares as needed.



***“Your compassionate team helps to ease the stress.”***

Jay, a family member