

## REQUEST A RIDE

Call or visit our website

**260-420-3280**

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

**800-743-3333 - TTY**



### TRIP HOURS

7:00 am - 6:00 pm

Monday - Saturday



### OFFICE HOURS

7:00 am - 5:00 pm

Monday - Friday

### HOLIDAY'S CLOSED \*DIALYSIS ONLY

- \*New Year's Eve
- \*Labor Day
- New Year's Day
- Thanksgiving
- \*Memorial Day
- Christmas
- \*July 4th
- \*Christmas Eve

### WE LOOK FORWARD TO SERVING YOU

CTN's vans are lift-equipped and our drivers provide friendly door-through-door, hand-in-hand passenger assistance to meet your needs. We serve within Allen County, IN.

### TIPS FOR SCHEDULING



- Call at least 5 business days ahead to request your trip.
- If possible, schedule your medical appointment between 11:00am - 2:00pm.



**5601 INDUSTRIAL RD  
FORT WAYNE, IN 46825**

## Let's Ride Together!

For over 20 years CTN has provided dependable and friendly medical transportation for seniors and persons with disabilities.

To the individuals and families we serve, CTN represents much more than transportation. We represent freedom, independence, and the ability to maintain life-sustaining and purposeful connections in the community.

We are welcoming smiles, helping hands, and encouraging companions for the journey.



CTN is nonprofit organization funded by individual donors, local foundations, corporations, and government programs.

# Riding with CTN



## WHO CAN RIDE

- Eligible riders include seniors, 60 and older, and individuals with disabilities.
- One companion can ride at no extra cost.
- Portable oxygen is permitted if properly secured.
- Service dogs can ride, but must be under control of rider and remain under the seat out of aisle.
- Rides can be shared with other clients.

## DO'S AND DON'TS

- DO: Be ready to travel one hour prior to your appointment time.
- DO: Clear ramps, driveways, and sidewalks of ice and snow to avoid injury.
- DO: Report to CTN any delays or early dismissals so we can shift routes to accommodate.
- DON'T: Eat, drink, smoke, abuse rider or drivers, or ride under the influence of alcohol or drugs.
- DON'T: Call last minute to request a ride like a taxi service.
- DON'T: Tip your driver. If you enjoy our service consider giving a donation to CTN. Our staff cannot legally accept tips.

## 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.



## ABOUT THE RIDE

- 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.
- Driver will call the client's phone approximately ten minutes prior to arriving at their home.
- Driver may not be able to make extra unscheduled stops.
- Driver cannot wait longer than five minutes at the home.

## GRIEVANCE POLICY

- We ask that any comment, suggestion, concern or complaint about CTN's 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).
- Civil rights complaints may also be filed directly at:  
Office of Civil Rights  
Federal Transit Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

## DONATIONS

- Donations help provide our low income clients an affordable ride.



## FEES

- Fees are discounted based on income and frequency of trips.
- Please have the exact fee ready for your driver. Cash or Check only.
- You may pay the first driver for the entire round trip.
- Those traveling multiple times per week can call the office to make arrangements for invoiced payments.
- Failure to pay past 30 days may result in a suspension of service.
- The inability to pay can be discussed with the Executive Director.
- CTN reserves the right to adjust fares as needed.

## IMPORTANT

- CTN is not for emergencies. For life-threatening emergencies, ALWAYS CALL 911.
- Our 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 Rights Act.
- A Spanish flyer is available. We work with Catholic Charities and other agencies for non-English speaking riders

## 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.