



A Safe and Respectful Ride

Everyone deserves to feel safe and respected when riding with CTN. Riders, family members, caregivers, and companions are expected to:

- Treat drivers, staff, and other riders with respect.
- Follow safety instructions, stay seated, and use required seatbelts and mobility-device securements.
- Avoid threats, harassment, unwanted physical contact, property damage, or actions that interfere with a safe ride.
- Let CTN know about assistance or communication needs that may affect the ride.

CTN will consider disability-related needs and reasonable changes that can help riders use our services safely.

Unsafe or repeated disruptive behavior may result in a warning, temporary suspension, or end of service. Serious safety concerns may require immediate action. Riders will receive written notice of service restrictions and information about how to appeal.

For the full Rider Code of Conduct, visit RideCTN.org/ctn-rider-information/ or call 260-420-3280 to request a printed copy, discuss support needs, or ask questions.

ABOUT CTN

At CTN, we help you stay independent and connected to the people and places that matter. With welcoming smiles and helping hands, we provide safe, reliable rides to medical appointments, grocery stores, and more.

Donations help keep rides affordable for seniors and people with disabilities. To support CTN, visit RideCTN.org. To learn about leaving a legacy gift, contact Justin@RideCTN.org.

OUR SERVICES

Everyday Healthcare



Recurring Treatments



Personal Independence



CONTACT INFORMATION



Phone: (260) 420-3280



Rides: Mon–Sat | 5AM–6PM



Office: Mon–Fri | 6AM–5PM



Email: Support@RideCTN.org



Website: www.RideCTN.org



Address: 5601 Industrial Road
Fort Wayne, IN 46825



LET'S RIDE TOGETHER

Reliable, Friendly, and
Safe Transportation



RIDER GUIDE

260-420-3280 | [RIDECTN.ORG](https://RideCTN.org)

CTN does not provide emergency transportation.
For a life-threatening emergency, **CALL 911 IMMEDIATELY.**



RIDING WITH CTN

Who Can Ride

CTN serves adults ages 60 and older and individuals with disabilities.



Riding With CTN

- One escort may ride with you at no additional cost.
- Portable oxygen is welcome when properly secured.
- Service dogs are welcome. They must remain under your control and keep the aisle clear.
- You may share your ride with other CTN riders.



Fees and Payment

- Discounts are available based on income and how often you ride.
- Please have the exact fare ready if paying your driver by cash or check. You may pay your first driver for the entire round trip.
- Pay by credit card online at RideCTN.org/Bill-Pay.
- If you ride several times per week, call the office to arrange invoiced payments.
- Payments more than 30 days overdue may result in a suspension of service.
- If you have difficulty paying, please contact our Executive Director to discuss your situation.
- Fares are subject to change.

About the Ride

- Seat belts must be worn during the ride. Seat belt extensions are available.
- Wheelchairs will be secured with a four-point securement system. Riders using wheelchairs must also wear a lap and shoulder belt.
- Your driver will call the phone number on file approximately 10 minutes before arriving at your home.
- Please be ready when your driver arrives. Drivers can wait no longer than five minutes once they arrive.
- Drivers cannot make unscheduled stops. Please arrange all stops with CTN when scheduling your ride.



Getting Ready for Your Ride

- Be ready to travel one hour before your appointment.
- Keep ramps, driveways, and sidewalks clear of ice and snow.
- Call CTN promptly if your appointment is delayed or ends early so we can adjust routes.
- Do not eat, drink, or smoke in the vehicle.
- Treat other riders and drivers with respect. Do not ride under the influence of alcohol or drugs.
- Please do not tip your driver. CTN staff cannot accept tips. If you'd like to show your appreciation, consider a donation to CTN.
- Schedule rides in advance. CTN does not provide on-demand service like a taxi or rideshare.

Extreme Weather

CTN may suspend transportation when weather makes travel unsafe. We will make every effort to call affected riders and share closure announcements with local media.



Equal Access

CTN serves eligible riders without discrimination based on race, color, age, sex, sexual orientation, gender identity, disability, national origin, religion, income, or English proficiency.

A Spanish-language flyer is available. We work with Catholic Charities and other agencies to assist riders who need language support. Please contact CTN for assistance.



Comments and Complaints

Your feedback helps us improve. Please share comments, suggestions, concerns, or complaints with CTN's Executive Director as soon as possible:

Call: 260-420-3280 **Write:** CTN - ATTN: Executive Director 5601 Industrial Rd, Fort Wayne, IN 46825

We will review your concern and respond within seven days.

Civil rights complaint forms are available upon request or at www.RideCTN.org. You may also file a civil rights complaint directly with:

FTA Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590



Cancellations - Please call 260-420-3280 at least 48 hours before your ride to cancel.

Late cancellations and no-shows may result in suspension of service. See full Cancellation Policy for details.