



Fall 2018

# Round Up Review

## Round Up Ride Credit System

In July of this year, Clovis Transit introduced a new method of fare payment for our Round Up passengers. We're excited to offer this convenient system that allows passenger to purchase ride credits which are applied to their Round Up account. When a passenger uses Round Up, the cost of the ride will be deducted from their account upon reaching their destination. The driver can ask the dispatcher for the total amount remaining in the passenger's account.

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- Passengers can purchase ride credits from their driver or they can send a check of money order to the Transit office.
- Checks accepted with a minimum \$25.00 order. Cash accepted in any increment. Debit and credit cards are not accepted.
- Ride credits are purchased dollar for dollar (ex. \$25.00 = \$25.00 in credit).
- Ride credits do not expire. However, we do not issue refunds.
- Ride credits are only valid on Round Up.
- Previously purchased value cards and punch passes are valid. Simply hand the card to the driver at your next appointment. The driver will ask dispatch to load the remaining value of your card to your account. \*Cards are not returned to the passenger once the amount has been credited to their account.
- Payment by cash as you board the bus is always accepted. You are not required to purchase ride credits.

Please contact Clovis Transit if you have any questions.

### How to Contact Us:

- \* Round-Up Service  
324-2760  
Press 1 to make a future ride appointment  
Press 2 to talk to the dispatch center for a return ride
- \* Stageline Bus Service  
324-2770
- \* Website:  
[www.cityofclovis.com/transit](http://www.cityofclovis.com/transit)
- \* Follow us on Twitter:  
@Clovis Transit

## Welcome to Clovis Transit, Nick!

Please welcome Nick Chin to our Clovis Transit family! Nick started in August and is our new Management Analyst. He comes to the City of Clovis with a wealth of experience in government and customer service. He holds a bachelor's degree in

criminology from U.C. Irvine and was previously with Fresno County. Nick enjoys spending time with his family. He and his wife Ruth have a beautiful daughter named Sophie, who will be one in October. Nick also enjoys playing

tennis, watching basketball (he's a huge Laker's fan), and watching movies (Tombstone is his favorite). We are excited to have him on board, and if you have the chance to speak with him, please welcome him to Clovis Transit.

## Appointments and No-Shows

### Same-Day Appointments

We do not make appointments or changes on the same day. Appointments and changes must be made by 5:00pm the day before the trip (by 3:00pm on weekends). Due to the number of passengers we transport and appointments made, we plan schedules well in advance. Driver schedules are completed the day before they are run.

However, there are two adjustments that can be made the same day:

- Cancellations
- Going to a different destination on your way home. The destination must be in Clovis and you must find your own way home.

**NO Same-day appointments and NO Same-day changes.**

### No-Show Policy

Rides must be canceled at least one hour prior to the be-ready time or you will incur a “no-show” and will receive a postcard from us. Subsequent no-shows in a calendar month will result in a warning letter, and if additional no-shows are logged you could receive a month-long suspension from Round Up.

## Holidays & Subscription Schedules

### Riders who attend school:

- Unless you call us, we will assume you are not going to school during winter break, spring break, and major holidays.
- At the end of the school year, we will cancel your subscription. If you will be attending summer school, make sure you schedule a new subscription ahead of time.

### Riders who use the subscription service:

- Depending on the holiday, Clovis Transit will be closed or offer limited service (Clovis only) . Please keep an eye on the calendar so you can make alternate ride arrangements. This is particularly important if you go for medical treatments, so that you don't miss any appointments.

## Door-to-Door Service

If you need extra assistance from the driver, you can ask for “door-to-door” service when you make your ride appointment. Door-to-door service requests are flagged in our system to alert the driver that their passenger requires assistance from their doorway to the doorway of the destination. If a passenger is using a wheelchair, the driver can

assist the passenger by helping them over the threshold of their home.

Drivers are not allowed to enter passenger homes or to go out of sight of their vehicles. If you need more assistance than what door-to-door service offers, consider asking a family member or friend to accompany you on your trip. One



attendant or caregiver may ride with you at no charge. Additional guests pay the regular fare.

## Transit Service Calendar - *Mark These Dates on Your Calendar!*

Prior to a holiday, we make every effort to alert passengers with subscription rides so they can make alternate arrangements. However, to avoid any surprises, please keep your calendar up-to-date. On limited schedule days, Round Up operates in Clovis only. These holidays also apply to the Stagline bus service.

- 2018-2019 No Service Days
- Thanksgiving Day 11/22/18
- Christmas Day 12/25/18
- New Year's Day 1/1/19
- President's Day 2/18/19
- Easter Sunday 4/21/19

- Memorial Day 5/27/19
- Independence Day 7/4/19

- Labor Day 9/2/19

### 2018-2019 Limited Service Days

- Veteran's Day (observed) 11/12/18
- Day after Thanksgiving 11/23/18
- Martin Luther King, Jr Day 1/21/19



## Fresno Trips

As a reminder, we take passengers from Clovis into Fresno during the week (Monday through Friday). All Fresno trips will be scheduled on the hour—for example, if your appointment in Fresno is at 10:00am, your scheduler will ask you to be ready at 9:00am.

However, if your appointment is at 15, 30, or 45 minutes past the

hour, we will also ask you to be ready at the top of the hour—for example, if your appointment is at 10:15am, 10:30am, or 10:45am, your scheduler will ask you to be ready at 9:00am.

If you do not want to reach your destination early, you can opt to go at a later time, however; we will not guarantee you will make your

appointment time. For example, if your appointment is at 10:45am and you choose to go with a 10:00am be ready time, you may reach your destination closer to 11:00am.

If possible, you may want to make your Fresno appointments at the top of the hour to avoid being late or extremely early.

## Service Animals

Service animals are welcome on all Clovis Transit vehicles. U.S. Department of Transportation ADA regulations define a service animal as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to: guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items” (49 CFR 37.3).

Passengers are responsible for maintaining control over their animals and caring for them at all times when riding the bus. Passengers are responsible for knowing the best way to board and position their animal on the bus. Service animals may not block aisles or exits. Drivers may ask if an animal is a service animal or what tasks the animal has been trained to perform. Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of "service animals" are not permitted in Clovis Transit vehicles or facilities. The cage or carrier must be small enough to fit on the person's lap. If you have questions, please call Clovis Transit.



# Clovis Transit

City of Clovis  
Transit Division  
155 N. Sunnyside Ave.  
Clovis, CA 93611  
www.cityofclovis.com/transit

Phone: 559-324-2760  
Fax: 559-324-2853

**Phone Hours**  
M-F 7:00am to 7:15pm  
Sat.& Sun. 7:30am to 3:30pm



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## Department News

### Employee of the Month

Employees are nominated by their peers for outstanding performance. Employees receive a certificate, their photo on the wall in the office, and the use of the Employee of the Month parking space.

Employees who received the award in the past year are:

Tammy Priddy, lead/trainer  
Crystal Dominguez, dispatcher  
Christina Ignas, bus driver  
Sophie Madero, office staff  
Gina Carrion, bus driver  
Veronica Ramos, bus driver  
Jeff Cripe, lead/trainer

Congratulations and thank you to our awesome employees!

### Full Time Employees

Congratulations to the following team members who became our new lead drivers/trainers earlier this year:

Jeff Cripe  
Kenneth Lee

### New Employees

Please welcome our newest members of Transit!

Nick Chin, mgmt. analyst  
Dayana Contreras, van driver  
Steven Frazier, van driver

Suzanne Haney, van driver  
Jonadab Nicar, bus driver  
Diana Pronold, office staff  
Barry Quinn, bus driver  
Andi Ramos, office staff  
Thomas Reich, bus driver  
Gwen Samat, bus driver  
Soua Thao, van driver  
Jeffery Timberlake, bus driver  
Make sure you welcome them to our fantastic team !

