



Spring/Summer  
2019

# Round Up Review

## Online Appointments

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Good news for our passengers! We have a new way for you to make your ride appointments. Instead of picking up the phone and calling us, you can make your request on the City website or through the Go Request application on your cell phone. During regular business hours, Round Up staff will respond within 30 minutes of receipt. After 5:00pm (3:00pm on weekends), staff will respond the next business day.

Via the Website:

Go to [www.cityofclovis.com](http://www.cityofclovis.com)

1. Click on the Residents menu (at the top of the homepage).
2. Click Customer Service.
3. Scroll down the page and click on Transportation Services.
4. Click on Book-a-ride with Round Up.
5. Follow the prompts to schedule your ride.

OR

Via the Go Request application:

1. Download the Go Request application (available for Android and Apple iOS).
2. Open Go Request.
3. Click on New Issue.
4. Scroll down the page and click on Transportation Services.
5. Click on Book-a-ride with Round Up.
6. Follow the prompts to schedule your ride.

Rules for ride requests are the same as with phone requests.

- If the time slot you need is full, we will accommodate one hour prior or one hour after, as per ADA law.
- No same-day requests and next-day rides must be requested by 5:00pm (3:00pm on weekends).
- If a next-day request is received after 5:00pm, we will notify you of the next date available for appointments and ask you to submit a new request.

*Important: anything other than making a ride appointment requires that you contact us by phone. If you need a ride home after we've taken you out, if you need to cancel a ride, or if you need to check your credit, call the Round Up line.*

### 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

## Appointments and No-Shows

### Same-Day Appointments

We do not make appointments or changes for 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 driver schedules in advance.

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

- Cancellations (See the No-Show Policy)

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



### 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.

No-Show occurrences include:

- Not calling us in time
- Cancelling at the door
- Not showing up for your ride

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## Ride Credits

Last July, Clovis Transit introduced a new method of fare payment for our Round Up passengers. This convenient service allows passenger to purchase ride credits, which are applied to their Round Up account. When a passenger uses Round Up, the fare will be deducted from their account upon reaching their destination.

Passengers can purchase ride credits from their driver or they can send a check or money order to Transit.

- 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. 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.

If you have questions concerning your account, please contact the Clovis Transit at 324-2760 to speak to the office staff. Drivers do not have information about your account, past rides, or fares paid.



## 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 only in Clovis. These holidays also apply to the Stageline bus service.

### No Service Days

- Memorial Day (Monday) 5/27/19
- Independence Day (Thursday) 7/4/19
- Labor Day (Monday) 9/2/19
- Thanksgiving Day (Thursday) 11/28/19
- Christmas Day (Wednesday) 12/25/19
- New Year's Day 1/1/20

### Limited Service Days

- Veteran's Day (Monday) 11/11/19
- Day After Thanksgiving (Friday) 11/29/19
- Martin Luther King Jr. Day, (Monday) 1/20/20



**MARK YOUR  
CALENDARS!**

## Checklist for Appointments

When you call for an appointment, make sure you have this information in front of you:

- Date of Appointment
- Time
- Destination Address

A destination address is particularly important if you are going to a medical appointment—include the suite number of the office if you have it.

Do you need to mention any of the following? It helps us send the correct vehicle to accommodate your needs if you tell us at the time you book your appointment:

- Taking a mobility device and/or shopping cart
- Change in mobility
- Taking an attendant and/or a child under 18
- Taking a non-service animal (must have the proper carrier)

## Buckle Up!

As a passenger in a bus, you may feel safe because you're riding in a large vehicle. So why is it crucial to wear a seatbelt?

In the unlikely event an accident should occur, unrestrained passengers could become seriously injured, or worse. When a vehicle makes a sudden stop, passengers are still traveling at the same speed the vehicle was going before the sudden stop or crash. If you're not wearing a seatbelt, you will stay in motion until you collide with another part of the vehicle or other passengers.

California state law requires that any passenger who is 16 years or age or older in a bus shall be properly restrained by a seatbelt. Parents of children age 8-15 are responsible for making sure the children are properly wearing their seatbelts. Children up to 8 years old are required to sit in a car seat or booster seat. If you are traveling on Round Up with a child that is 8 years or younger, you must bring your own car/booster seat, secure the seat on the bus, and properly buckle the child in the seat.

Call the Clovis Transit office if you have questions: 559-324-2760.

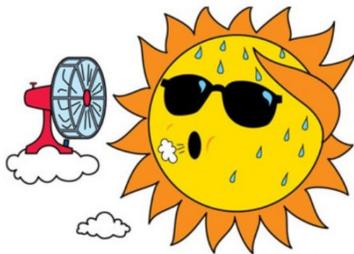


# Clovis Transit

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



PRST STD  
U.S. POSTAGE  
PAID  
CLOVIS, CA 93612  
PERMIT NO. 16

Address Service Requested

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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.

Congratulation to recent recipients:

Soua Thao, van driver

### Full Time Employees

Congratulations to Veronica Ramos who became a full-time employee in January.

### New Employees

Please welcome our newest

members of Transit:

Susana Guerrero, van driver

Crystal Long, van driver

Ryan Gilmore, van driver

Nicholas Graves, bus driver

Esteban Hernandez, van driver

Gio Napoles, vehicle washer

Nicholas Torchia, van driver

Joshua Zuniga, vehicle washer

cies. Participants showed off their skills in wheelchair securement, parking, maneuvering, and customer service.

### Bus Rodeo

In February, Clovis Transit hosted a bus “rodeo” that tested the safe driving and vehicle maintenance skills of bus and van drivers from our agency and other California transit agen-

