



Chautauqua Area Regional Transit System
A Division of Chautauqua County Department of Public Facilities



Chautauqua Area Regional Transit System (CARTS)

234 Hopkins Ave. Jamestown, NY 14701

Jamestown bus hub is located at

215 East Third Street

Jamestown, NY 14701

No public parking available at this location

The buses will enter the parking lot off of Prendergast Ave, and exit the parking lot onto 3rd Street.

Rider Handbook and Schedule Book

Revised: MAY 2022

Visit our Website: <https://chqgov.com/carts/CARTS>

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CARTS Mission Statement

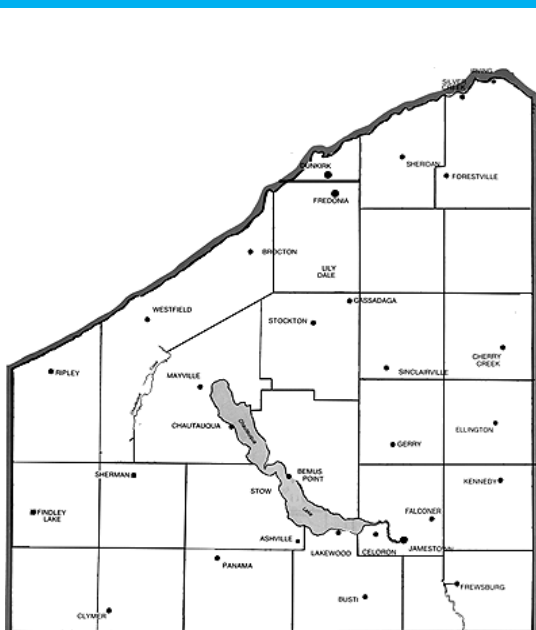


CARTS strives to provide the highest quality transportation services to all citizens and guests of Chautauqua County. We are committed to meeting the many needs of our customers, while recognizing the diversity of the individuals and communities we serve.

The employees of CARTS carry out this mission in a cost efficient manner by fostering a team environment with an emphasis on safety, training, communication, customer services, and a commitment to continuous improvement.



“Our friendly transportation specialists at CARTS will be happy to answer any questions that you may have, and also to help you with scheduling your transportation needs.”



What is CARTS?

PROVIDING OPEN-TO-THE-PUBLIC TRANSPORTATION TO CHAUTAUQUA COUNTY, NY SINCE 1977!

CARTS is your county-wide public transportation system for everyone living, working, or exploring Chautauqua County, NY. This service is provided by the local County government in conjunction with State and Federal funding.

If you need transportation for any of the following reasons:

- Medical Appointments
- Employment
- Shopping
- Education
- Recreation
- Or anything else

Contact CARTS today to see how we can serve you!

Why Should We Ride CARTS?

CONVENIENT, ECONOMICAL, AND ENVIRONMENTALLY FRIENDLY

- **Bus riders save money. It's an economical way to travel.**
- **If you were to park your car, even for even a few days a week, you could significantly reduce its wear and tear, keeping your car's mileage lower and its value higher.**
- **Studies show that riding a transit bus is 79 times safer than travelling by car.**
- **Time spent on the bus can be used to catch up on work, read, or unwind after work.**
- **Bus riders never have to worry about finding a parking place.**
- **Public transit plays a key role in reducing air pollution.**
- **For every mile traveled, public transportation uses about one half of the fuel consumed by automobiles, and about a third of that used by SUV's and trucks.**

CITY (FIXED) ROUTE SERVICE

Buses operate on a fixed route within the city of JAMESTOWN, the villages of LAKEWOOD, CELORON, and FALCONER, as well as in the City of DUNKIRK.

RURAL SERVICE

Routes that connect JAMESTOWN, and DUNKIRK to the smaller towns and villages across the county.

Some Rural route runs may be deviated to pick you up or to deliver you to a location that is off the scheduled bus route. This service is limited due to time and bus capacity.

Please call the CARTS office **IN ADVANCE** to schedule any Off-Route service.



DIAL-A-RIDE (DEMAND RESPONSE)

DIAL-A-RIDE (Demand Response) service is transportation available to those individuals who are unable, due to a disability, to utilize our FIXED ROUTE service.

This service is open to the public. Rides must be scheduled in advance by contacting the CARTS office. For the best service, we suggest that you call as early as possible.

TWO LEVELS OF DIAL-A-RIDE SERVICE

CURB-TO-CURB—Service is available if you are able to get to and from the bus at the curbside, without requiring the assistance of the bus driver. You may use your own escort or any mobility aid, with the bus lift being available without extra charge.

DOOR-TO-DOOR—Service is available if you require assistance of our bus driver or CARTS escort to go to and from the bus. CARTS Staff will assist you from the door of your home to the door of your destination, or into a reception area as needed.

SPECIAL CONSIDERATIONS

Drivers are not allowed to enter your home, help you with personal effects (keys, coats, etc.) or perform any other personal service, except that which is required to ensure your safety while on the bus. Drivers cannot move wheelchairs of any type over more than one consecutive step or curb.

“EVERY CARTS BUS IS EQUIPED WITH A LIFT THAT CAN BE UTILIZED AT NO EXTRA COST FOR THOSE UNABLE TO CLIMB BUS STAIRS, THOSE IN WHEELCHAIRS, OR THOSE USING OTHER MOBILITY AIDS.”



Holiday Hours and Closings

All CARTS Services are CLOSED on:

- New Year's Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day



Limited Services* available on:

- Day After Thanksgiving
- Christmas Eve
- New Years Eve

* Limited Service is where City Fixed Route Service and Dial-A-Ride service are available, however all Rural Route Service will be closed. Please call in advance of the above listed holidays to see if we will be able to accommodate your transportation needs. *



City Fixed-Route Service

City Fixed Route Service

- Round Trip Tickets are not sold on the City Fixed Route Buses
- Operate Monday through Friday
(Dunkirk 7:30 am until 5:30 pm, Jamestown 6:00 am until 4:30pm)
- Both Dunkirk and Jamestown City Fixed Route Buses are equipped with Bike racks, seasonally.

Fares

<u>One Zone Fare</u>	<u>One Way</u>	<u>10 Trip</u>	<u>Monthly</u>
Regular Fare	\$2.25	\$16.75	\$58.75
Discounted Fare*	\$1.75	\$13.50	\$47.25
<u>Two Zone Fare</u>	<u>One Way</u>	<u>10 Trip</u>	<u>Monthly</u>
Regular Fare	\$2.75	\$20.00	\$70.00
Discounted Fare*	\$2.00	\$15.00	\$52.50

*Discounted Fare includes Senior Citizens (60+), Disabled Fare, and Student Discounts (K - College with ID)

Travel Training and Mobility Management

Mobility Management is a relatively new approach to the managing of transportation resources that are available to county residents.

Chautauqua County has a Mobility Manager who's role is to help people solve their transportation struggles by showing them how they can access public transit.

We offer travel trainings, education about bus schedules, and presentations to individuals, groups, or agencies at no charge.

The Mobility Manager is available to assist you with trips to work, shopping, medical appointments, school, or other locations within Chautauqua County.

To speak with Chautauqua County's Mobility Manager, please call (716) 665-6466 and ask to speak with her.

How to Determine Bus Fares

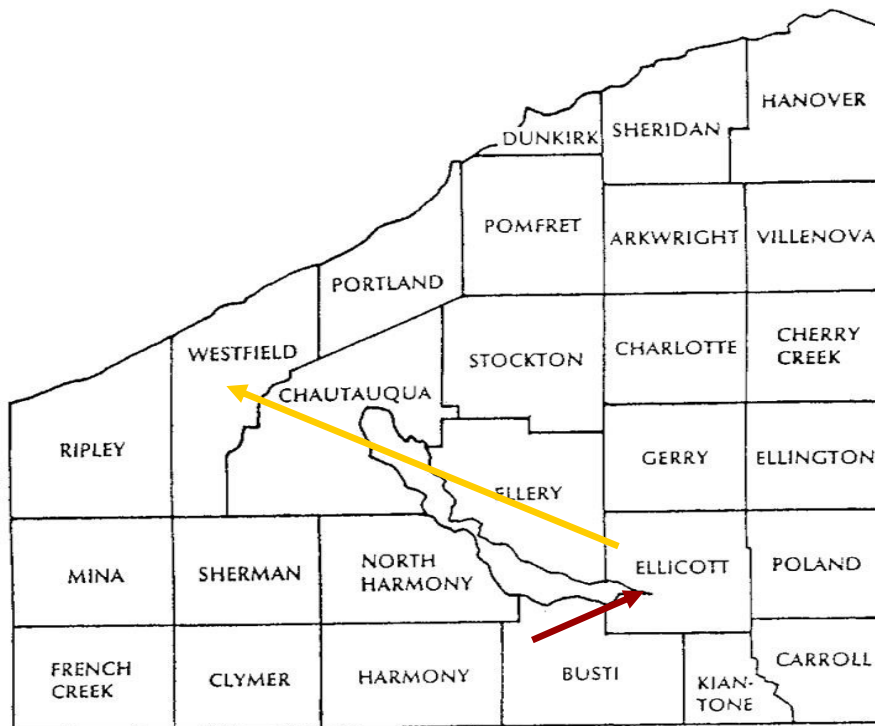
- Private Pay fares can purchase one-way, round trip (unable to buy round trip on city buses), 10-trip, or monthly tickets.
- All tickets may be purchased from your bus driver at the time of service or in advance from one of the CARTS Offices at:
 - 234 Hopkins Avenue in Jamestown, NY 14701.
 - 2 Aero Drive in Dunkirk, NY 14048.
- Our drivers do not make change, so have the exact amount for cash fares.
- CARTS accepts personal checks written for the exact amount.
- Children under 5 years of age travel free when accompanied by an adult.
- Escorts may ride at no charge, if necessary to help a rider. Call CARTS Office to get authorization.

Fees for service are based on the current Base Fare rate.

- Base Fare is for any pick -up and drop-off that is at scheduled points or along the route, within one zone on a fixed route.
- Zones refers to townships within Chautauqua County.

When counting zones, count the most direct route, disregarding the lake. An example, from the Town of Busti to the Town of Ellicott would be 2 zones. Another example, from the Town of Ellicott to the Town of Westfield would be 4 zones.

Individuals with disabilities may qualify for discounts under the Americans with Disabilities Act (ADA) federal program. See page 26 of this book or call our office for more information.



Once you know how many zones you are traveling, use Fare Chart to determine the cost of your ride. Using the Fare Chart on the next page of the booklet.

Questions?, or if you want to verify the cost of a ride, call us at one of the phone numbers below.

Fare Chart

Open to the Public	Regular Fare				Senior Citizen 60+ and Disabled Fare			
	One Way	Round Trip	10-Trip	Monthly	K thru College students (with ID)			
SERVICE TYPE	One Way	Round Trip	10-Trip	Monthly	One Way	Round Trip	10-Trip	Monthly
CITY/RURAL ON ROUTE								
1 Zone	\$2.25	\$4.25	\$16.75	\$58.75	\$1.75	\$3.25	\$13.50	\$47.25
2 Zones	\$2.75	\$5.00	\$20.00	\$70.00	\$2.00	\$3.75	\$15.00	\$52.50
3 Zones	\$3.25	\$6.00	\$23.50	\$82.25	\$2.25	\$4.25	\$16.75	\$58.75
4 Zones	\$3.75	\$6.75	\$26.75	\$93.75	\$2.50	\$4.75	\$18.50	\$64.75
5 Zones	\$4.25	\$7.50	\$30.00	\$105.00	\$2.75	\$5.00	\$20.00	\$70.00
6 Zones	\$4.75	\$8.50	\$33.50	\$117.25	\$3.00	\$5.50	\$21.75	\$76.25
Rural Route-Off Route								
1 Zones	\$4.00	\$7.25	\$29.25	\$102.50	\$3.25	\$6.00	\$24.25	\$85.00
2 Zones	\$4.50	\$8.25	\$32.50	\$113.75	\$3.75	\$7.00	\$27.50	\$96.25
3 Zones	\$5.00	\$9.00	\$36.00	\$126.00	\$4.25	\$7.75	\$31.00	\$108.50
4 Zones	\$5.50	\$9.75	\$39.25	\$137.50	\$4.75	\$8.50	\$34.25	\$120.00
5 Zones	\$6.00	\$10.75	\$42.50	\$148.75	\$5.25	\$9.50	\$37.50	\$131.25
6 Zones	\$6.50	\$11.50	\$46.00	\$161.00	\$5.75	\$10.25	\$41.00	\$143.50
Dial-A-Ride Curb to Curb					Senior Citizen 60+			
1 Zone	\$6.00	\$10.75	\$42.50	\$148.75	\$4.50	\$8.25	\$32.50	\$113.75
2 Zones	\$7.50	\$13.25	\$52.50	\$183.75	\$5.25	\$9.50	\$37.50	\$131.25
3 Zones	\$9.00	\$15.75	\$62.50	-	\$6.00	\$10.75	\$42.50	-
4 Zones	\$10.50	\$18.25	\$72.50	-	\$6.75	\$12.00	\$47.50	-
5 Zones	\$12.00	\$20.75	\$82.50	-	\$7.50	\$13.25	\$52.50	-
6 Zones	\$13.50	\$23.25	\$92.50	-	\$8.25	\$14.50	\$57.50	-
Dial-A-Ride Door to Door					Senior Citizen 60+			
1 Zone	\$11.25	\$19.50	\$77.50	\$271.25	\$8.25	\$14.50	\$57.50	\$201.25
2 Zones	\$14.25	\$24.50	\$97.50	\$341.25	\$9.75	\$17.00	\$67.50	\$236.25
3 Zones	\$17.25	\$29.50	\$117.50	-	\$11.25	\$19.50	\$77.50	-
4 Zones	\$20.25	\$34.50	\$137.50	-	\$12.75	\$22.00	\$87.50	-
5 Zones	\$23.25	\$39.50	\$157.50	-	\$14.25	\$24.50	\$97.50	-
6 Zones	\$26.25	\$44.50	\$177.50	-	\$15.75	\$27.00	\$107.50	-

Senior Citizens must show proof of age to receive discount

Passenger must show driver CARTS "Disabled Fare Card". Ask driver for application.

Demand Response riders may be eligible for American Disability Act Fare rates call CARTS (716) 665-6466

Children under 5 years of age ride free when accompanied by an adult

High School and College students must show student ID to receive discount.

AMERICAN'S WITH DISABILITIES ACT (ADA) PARATRANSIT				ALL AGES
EFFECTIVE 1/1/2012	<u>ONE WAY</u>	<u>ROUND TRIP</u>	<u>10-TRIP</u>	<u>MONTHLY</u>
1 ZONE	\$4.50	\$7.75	\$31.00	\$108.50
2 ZONES	\$5.50	\$9.50	\$37.50	\$131.25

THESE FARES ARE FOR AMERICAN'S WITH DISABILITIES (ADA) CERTIFIED PASSENGERS.

THESE FARES ARE ONLY ELIGIBLE FOR DEMAND RESPONSE TRIPS WITHIN THE FIXED ROUTES OF THE CITY OF DUNKIRK, JAMESTOWN, VILLAGES OF CELORON, LAKEWOOD AND FALCONER.

Contact CARTS to obtain an application for certification under ADA.

How to Read Schedules

For this example we will be going from Mayville to Jamestown, so you will want the **BLUE** page.

- Determine the areas of your departure and arrival points and find the corresponding color coded page that shows your departure location.

South via Routes 394 and 430

Via Route 394	Scheduled Stops		Route and Run Number				
	16-1	2-2	7-2	7-4	7-7		
Mayville (County Offices)	7:35	8:35	9:00	12:10	4:35		
CHQ Institution (Main Gate)	7:45	[8:45]	9:10	12:20	4:40		
Ashville (Four Corners)							
CHQ Mall (Main Entrance)	[8:05]		[9:55]	[12:55]	[5:05]		
Jamestown (The Junction)	[8:50]		[10:05]	[1:10]	[5:15]		

- Find the town that you will be picked up in and read across the table to find the available times of departure.

Route 394	Scheduled Stops		Route and Run Number				
	16-1	2-2	7-2	7-4	7-7		
Mayville (County Offices)	7:35	8:35	9:00	12:10	4:35		
CHQ Institution (Main Gate)	7:45	[8:45]	9:10	12:20	4:40		
Ashville (Four Corners)							
CHQ Mall (Main Entrance)	[8:05]		[9:55]	[12:55]	[5:05]		
Jamestown (The Junction)	[8:50]		[10:05]	[1:10]	[5:15]		

- Then read down the time table to your destination point to find out your arrival time.

Route 394	Scheduled Stops		Route and Run Number				
	16-1	2-2	7-2	7-4	7-7		
Mayville (County Offices)	7:35	8:35	9:00	12:10	4:35		
CHQ Institution (Main Gate)	7:45	[8:45]	9:10	12:20	4:40		
Ashville (Four Corners)							
CHQ Mall (Main Entrance)	[8:05]		[9:55]	[12:55]	[5:05]		
Jamestown (The Junction)	[8:50]		[10:05]	[1:10]	[5:15]		

- Please allow sufficient time to meet your bus. It is a good idea to be at your stop at least 5 minutes before the scheduled departure time, and please dress for the weather.
- CARTS makes every effort to operate as scheduled, however, buses may run late due to road, traffic, or weather conditions. Listen to your local radio stations for any bus route cancellations or delays.

Below are some symbols that you will need to understand as you use this schedule book.

- S** indicates that the bus will stop **ONLY** if requested by calling the CARTS office to arrange.
- []** indicated that the arrival time for that stop is an approximate time for on-board passengers (there is no bus arrival unless it is scheduled in advance).
- **** indicates that passengers can connect to other area public transportation (SUNY Campus Shuttle, Coach USA)
- R2-2** indicates the bus route and the trip number, you can use the trip number to determine where a particular route goes throughout the day. (Ex: R2-1, then R2-2, then R2-3, etc. these are all the same bus and driver)

Rural Route Maps



South to North County



Southwest County



South via Rts 394 & 430



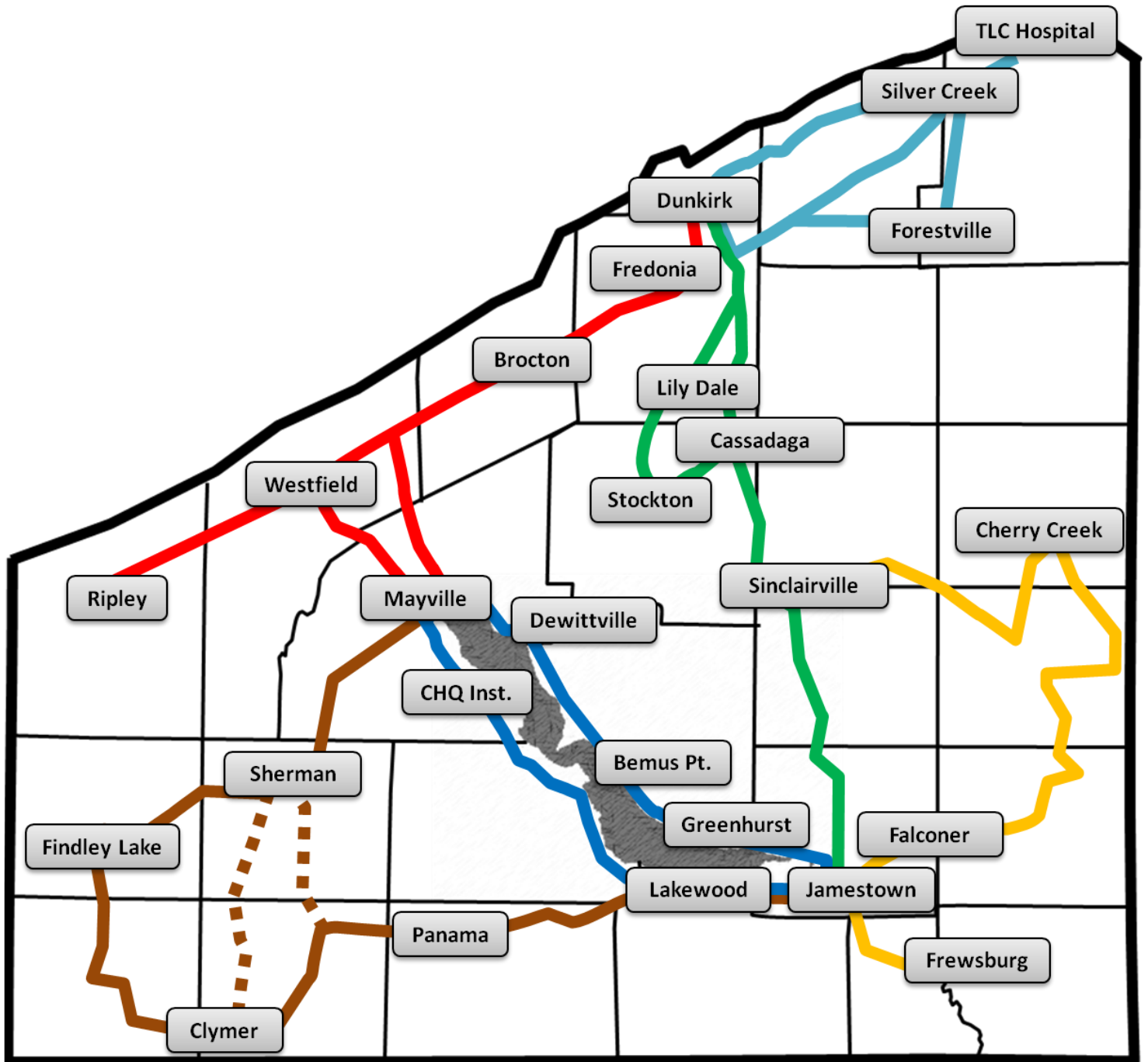
North County



Northwest County

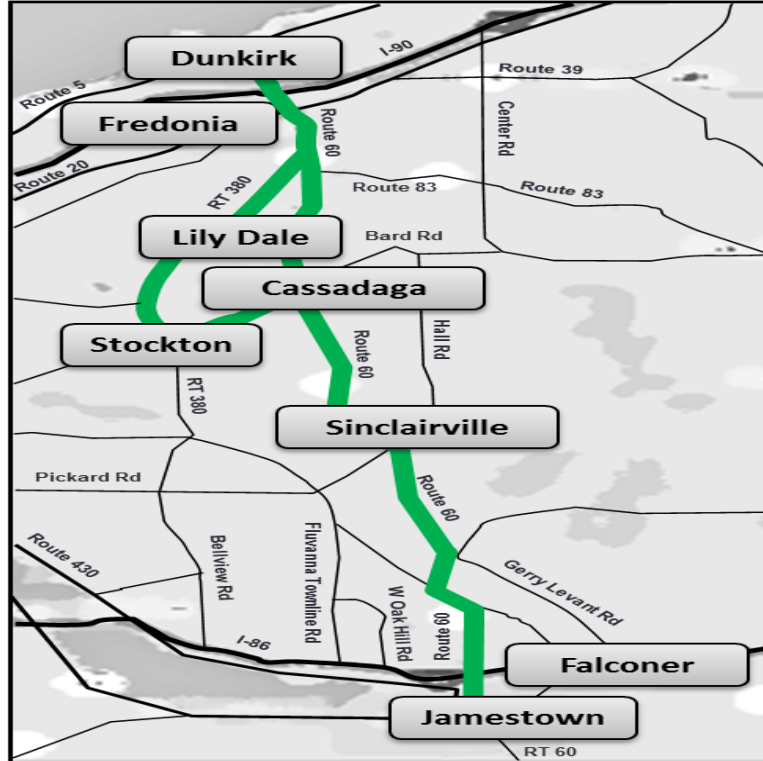


East/Southeast County





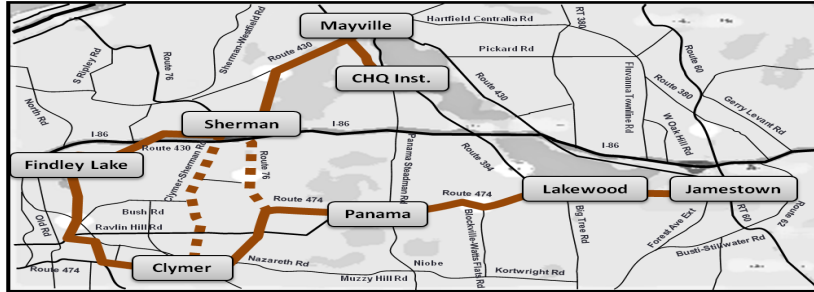
South to North County



Scheduled Stops	Route and Run Number						
	12-1	8-1	29-2	8-3	29-4	12-7	19-2
Junction (215 E 3RD ST)	5:55 am	7:15 am		1:20 pm		3:30 pm	4:30 pm
South County Offices (110 E 4th St)							S
Falconer (HSBC Bank)	S						
Industrial Park (Ag Center)	S			S		S	
Gerry (Country Fair)	S	S		S		S	
Sinclairville (Post Office)	S	S		S		S	
Charlotte Villa Apartments		S		S		S	
Stockton (Blinker Light)	S	N/A	8:00 am	S	3:45 pm	[4:10 pm]	
Cassadaga (Traffic Light)	6:25 am	7:50 am	VIA	2:00 pm	[4:00 pm]	[4:15 pm]	4:50 pm
Lily Dale (Main Gate)	S	S	HARMON HILL	S			
Fredonia (Water St. Parking Lot)	S	S	S	S	S		
Dunkirk (City Hall)	[7:00 am]	[8:50 am]	[8:45 am]	[2:30 pm]	[4:30 pm]		[5:15 pm]
Scheduled Stops	Route and Run Number						
	12-2	8-2	29-1	8-4	29-3	12-8	19-4
Dunkirk (City Hall)	7:05 am	9:10 am	7:30 am	3:05 pm	3:05 pm		5:20 pm
Fredonia (Water St. Parking Lot)	S	S	[7:45 am]	S	S		S
Lily Dale (Main Gate)	S	S		S			
Cassadaga (Traffic Light)	7:20 am	9:30 am		3:30 pm		S	S
Stockton (Blinker Light)	S	S	[7:55 am]	S	[3:35 pm]	S	
Charlotte Villa Apartments		S		S		S	
Sinclairville (Post Office)	S	S		S		S	
Gerry (Country Fair)	S	S		S		S	
Industrial Park (Ag Center)	S	S		S		S	
Falconer (HSBC Bank)						S	
South County Offices (110 E 4th St)	S						
Junction (215 E 3RD ST)	[8:45 am]	[10:20 am]		[4:20 pm]		[4:30 pm]	[6:00 pm]



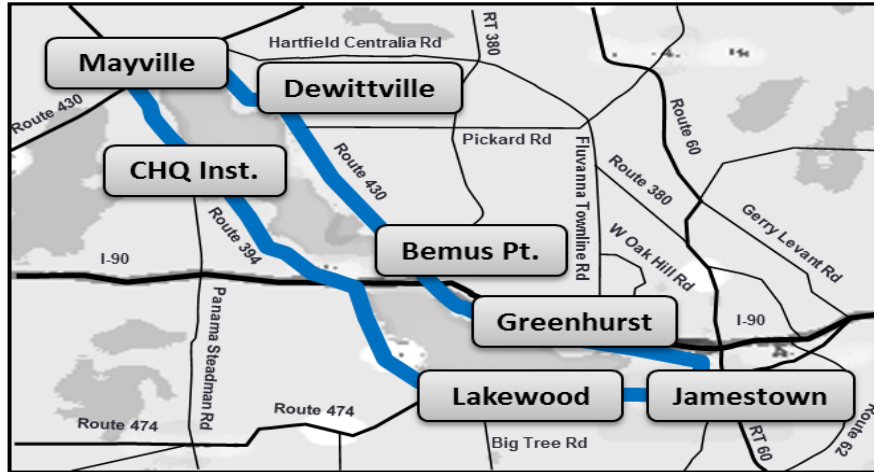
Southwest County



Scheduled Stops	Route and Run Number			
	9-1 & 2	2-4 (A)	2-5	
Junction (215 E 3RD ST)	7:40 am			
Family Court (2 Academy St)	S			
Mayville (County Offices)	8:20 am	1:30 pm	4:35 pm	
Sherman (Fire Hall)	8:35 am	2:00 pm		
Findley Lake (Lakeside Market)	S			
Clymer (Post Office)	S			
French Creek (General Store)				
Sherman (Fire Hall)			S	
Clymer	S		S	
Panama (Post Office)	9:30 am		S	
Ashville (Four Corners)				
Chq. Mall (Main Entrance)	[9:55 am]			
Cummins			S	
Junction (215 E 3RD ST)	[10:05 am]		[6:30pm]	
Scheduled Stops	Route and Run Number			
	2-1	2-4 (B)	9-3	
Junction (215 E 3RD ST)	5:30 AM		2:50 pm	
Cummins	5:45 AM			
Chq. Mall (Main Entrance)			S	
Ashville (Four Corners)			S	
Blockville (Four Corners)			S	
Watts Flats (Washington)			S	
Cherry Hill (Four Corners)			S	
Panama (Post Office)	S		3:20 pm	
French Creek (General Store)				
Sherman (Fire Hall)				
Clymer (Post Office)	S		S	
Findley Lake (Lakeside Market)			S	
Sherman (Fire Hall)	7:55 am	2:30 pm	4:15 pm	
Family Court (2 Academy St)	S	S	S	
Mayville (County Offices)	[8:30am]	[4:30]	[4:35 pm]	
Chautauqua Institution			To Jamestown	



South via Routes 394 and 430

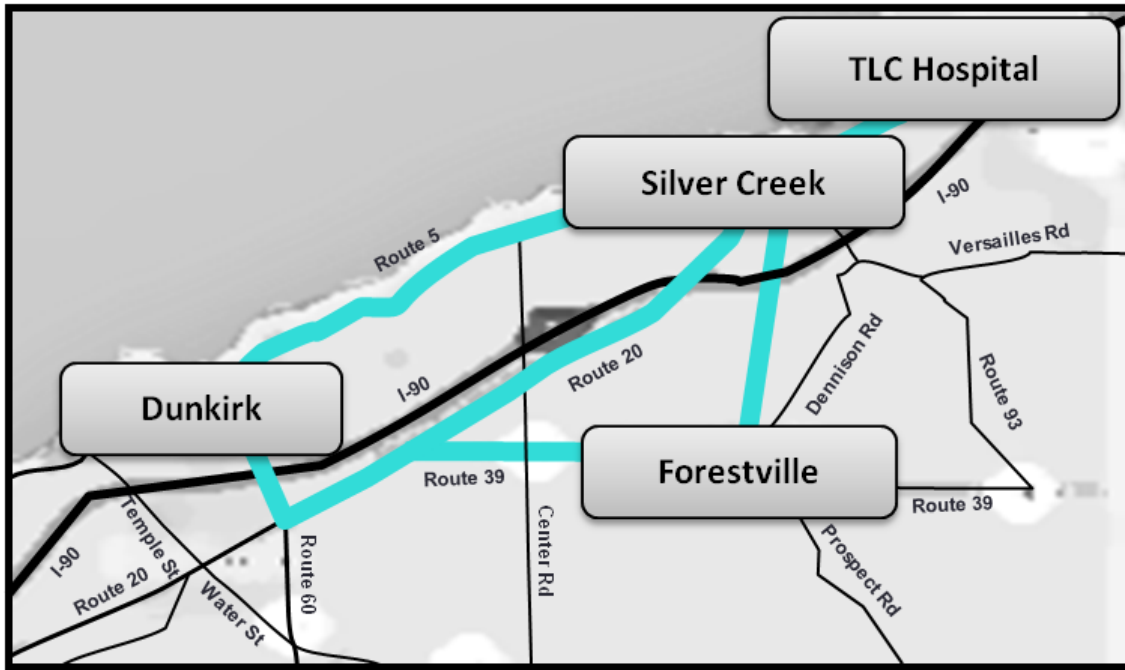


Via Route 394

Scheduled Stops	Route and Run Number					
	16-2		7-2	7-4	2-4(a)	7-8
Mayville (County Offices)	7:35 am		8:30 AM	12:10 pm	1:30 pm	4:35 PM
CHQ Institution (Main Gate)	7:45 am		8:40 AM	12:20 pm	S	4:40 pm
Ashville (Four Corners)						
CHQ Mall (Main Entrance)	[8:05 am]		[9:25 am]	[12:55 pm]		[5:05pm]
Junction (215 E 3RD ST)	[8:50 am]		[9:35 am]	[1:10 pm]		[5:15pm]
Scheduled Stops	Route and Run Number					
	7-1		7-3	7-5	16-4	
Junction (215 E 3RD ST)	7:30 am		11:10 am	2:50 pm	4:35 pm	
CHQ Mall (Main Entrance)	7:40 am		11:20 am	3:05 pm	4:45 pm	
Ashville (Four Corners)	S		S	S	S	
CHQ Institution (Main Gate)	8:00 am		11:40 am	3:30 pm	5:05 pm	
Family Court (2 Academy St)	S		S	S	S	
Mayville (County Offices)	[8:20 am]		[12:00 pm]	[3:50 pm]	5:10 pm	
				To Westfield	To Westfield	

Via Route 430

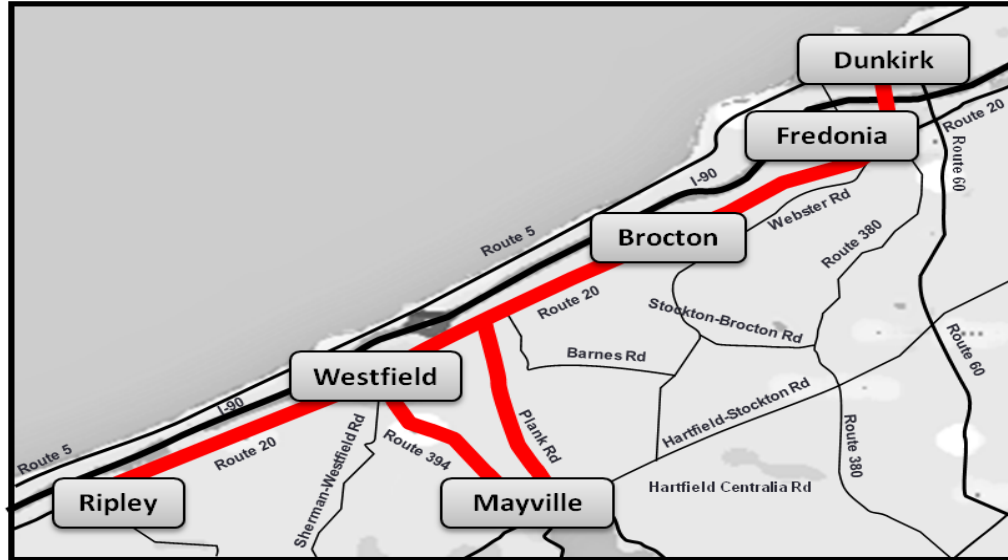
Scheduled Stops	Route and Run Number					
	9-1		2-3			
Junction (215 E 3RD ST)	7:40 am		1:00 PM			
Greenhurst (GML Store)	S		S			
Bemus Point	8:00 am		1:15 pm			
Dewittville (Four Corners)	S					
Hartfield (Arrow Mart)	S					
Family Court (2 Academy St)	S		S			
Mayville (County Offices)	[8:20 am]		1:30 PM			
	To Sherman					
Scheduled Stops	Route and Run Number					
		2-2	9-4			
Mayville (County Offices)		8:30 AM	5:05 pm			
Hartfield (Arrow Mart)			S			
Dewittville (Four Corners)		S	S			
Bemus Point		9:00 AM	5:25 pm			
Greenhurst (GML Store)			[5:35 pm]			
Junction (215 E 3RD ST)		9:30 AM	[5:50 pm]			



Scheduled Stops	Route and Run Number						
	5-2	6-1	3-1	3-3	3-5	3-7	
Forestville (Animal Hospital)							
TLC Hospital / Irving	S		S	S	S	S	
Silver Creek (Rite Aid)	6:55 am		8:05 am	11:30 AM	2:00 pm	4:15 pm	
Arkwright / Villenova Area		S	Via RT 5				
Forestville (Animal Hospital)	7:10 am	8:15 AM		S	S	S	
Sheridan (Four Corners)	S	S		S	S	S	
Fredonia (Water St Parking Lot)	7:25 am						
Dunkirk (City Hall)		[8:50 am]	[8:50 am]	[12:15 pm]	[2:20 pm]	[4:35 pm]	
	To Mayville						
Scheduled Stops	Route and Run Number						
	5-1	3-2	3-4	3-6	6-4	3-8	
Dunkirk (City Hall)	6:25 am	9:10 am	12:40 pm	3:05 PM	4:00 PM	5:05 pm	
Fredonia (Walmart TNC from Rt 5)						S	
Sheridan (Four Corners)	S	S	S		S	S	
Forestville (Animal Hospital)		S	S		S	S	
Arkwright / Villenova Area					S	S	
Silver Creek (Rite Aid)	[6:45 am]	[9:35 am]	[1:15 pm]	[3:30PM]		[5:45 pm]	
TLC Hospital / Irving	S	[10:00 am]	[1:25 pm]	[3:40PM]		[5:50 pm]	
Silver Creek (Rite Aid)		[10:10 am]					

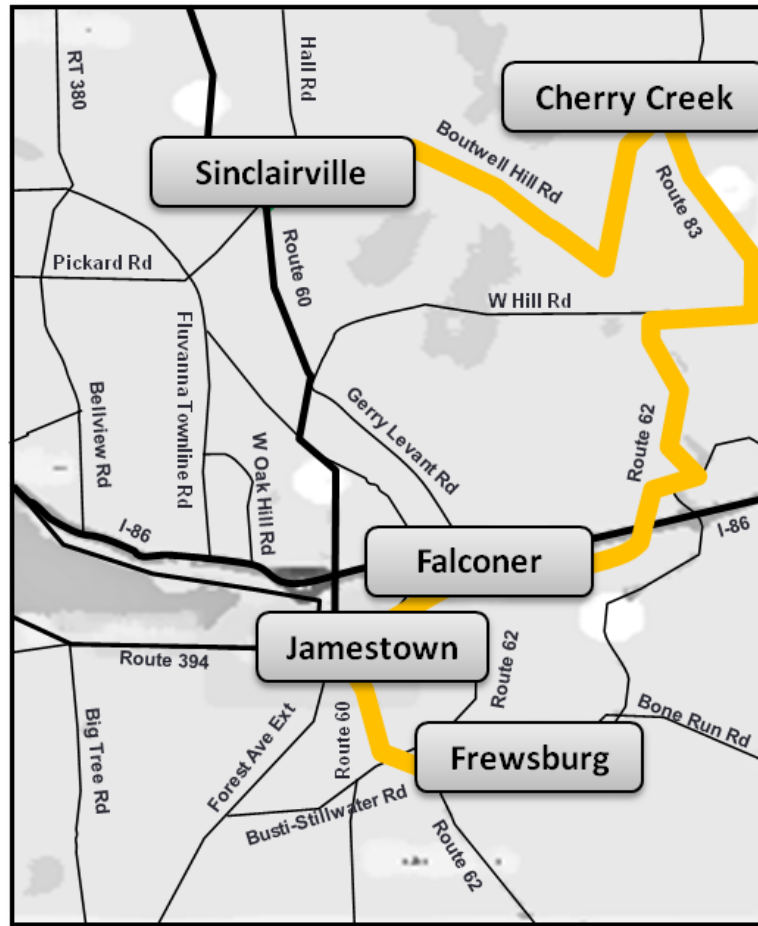


Northwest County



* Plank Road upon request only

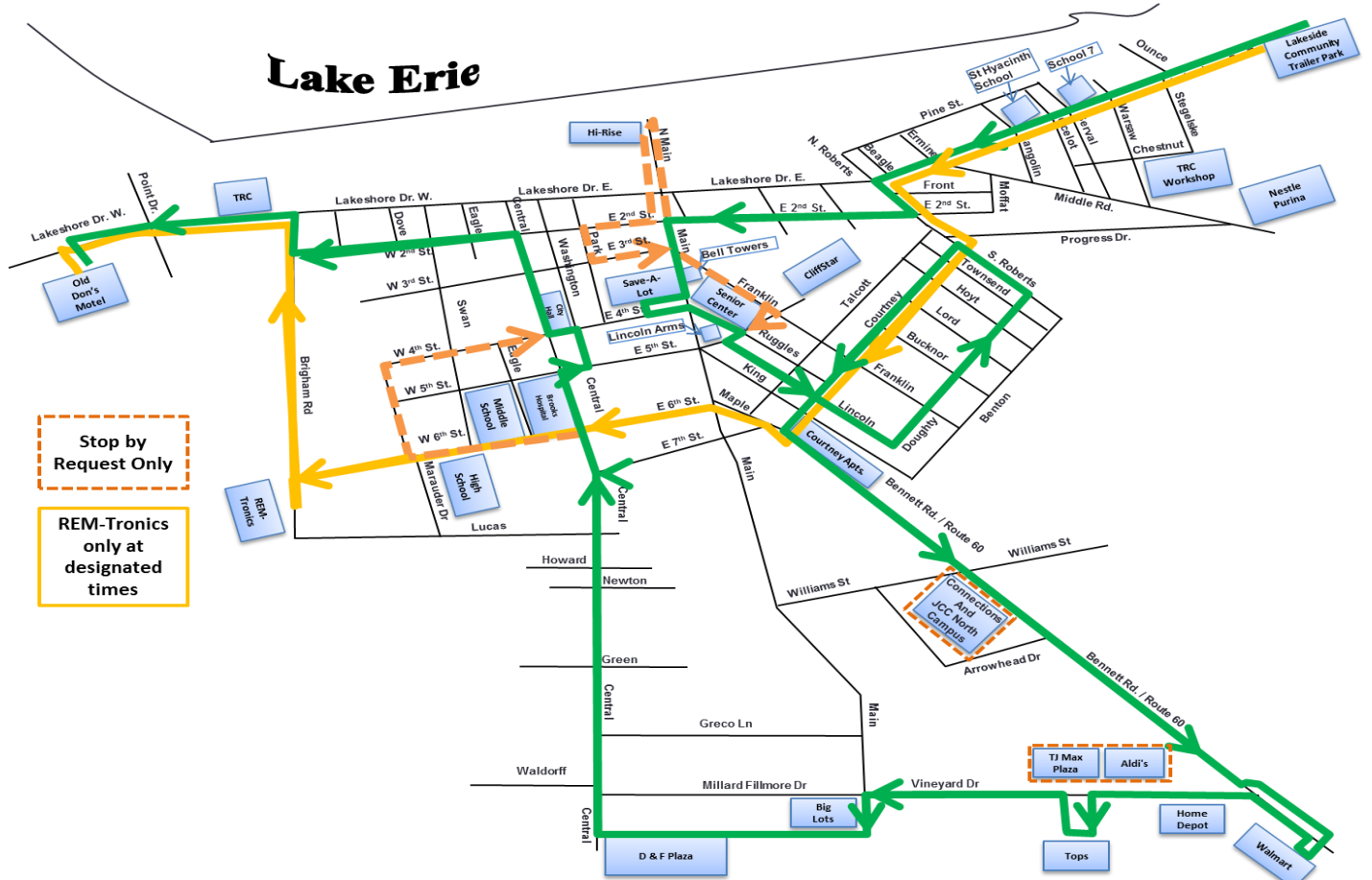
Scheduled Stops	Route and Run Number							
	16-1	29-1	5-3	6-2		4-2	5-5	7-6
			From Silver Creek					From Jamestown
Dunkirk (City Hall)		7:30 am		10:00 AM		3:05 pm	3:05 pm	
Fredonia (Water St Parking Lot)		[7:45 am]	7:25 am	S			3:15 pm	
Brocton (Country Fair)	S		S	S		S	3:25 pm	
Portland (Post Office)	S		S	S		S	S	
Westfield (Elm St Parking Lot)	7:20 am		8:00 am	10:30 AM		4:00 pm		
Family Court (2 Academy St)	S		S	S			S	S
Mayville (County Offices)	[7:35 am]		[8:20 am]	[10:45AM]			[4:25 pm]	3:50 pm
Ripley (Country Fair)						[4:35 pm]		
Westfield (Elm St Parking Lot)								[4:00 pm]
	To Jamestown							
Scheduled Stops	Route and Run Number							
	4-1	5-4		6-3	4-3	7-7	5-6	16-4
								From Jamestown
Westfield (Elm St Parking Lot)	6:30 am					4:00 pm		
Ripley (Country Fair)	6:50 am				4:30 pm			
Family Court (2 Academy St)		S		S		S	S	S
Mayville (County Offices)		8:30 AM		12:10 pm		[4:15 pm]	4:35 pm	5:10 pm
Westfield (Elm St Parking Lot)	7:20 am	8:45 AM		12:25 pm	[4:45 pm]		S	[5:20 pm]
Portland (Post Office)	S	S		S			[4:55 pm]	
Brocton (Country Fair)	7:45 am	S		12:35 pm			[5:00 pm]	S
Fredonia (Water St Parking Lot)		S		S			[5:15 pm]	
Fredonia (Walmart TNC to Rt 3)							[5:20 pm]	
Dunkirk (City Hall)	[8:15 am]	[10:00 am]		[1:10 pm]			[5:25 pm]	
						To Jamestown		



Scheduled Stops	Route and Run Number			
	10-1		10-2	
Sinclairville (Post Office)	7:15 am	↓ Read Down ↓	[4:25 pm]	↑ Read Up ↑
Cherry Creek (Sub Shop)	7:30 am		S	
Conewango (Good As New)	7:40 am		S	
Ellington (Town Park—Thornton Rd)	7:50 am		S	
Kennedy (Super Market)	8:10 am		3:30 pm	
Pine Bluff Trailer Park (Entrance)	S		S	
Falconer (HSBC Bank)	S		S	
Junction (215 E 3RD ST)	[8:55 am]		2:50 pm	
Scheduled Stops	Route and Run Number			
	26-1	19-1 & 2	12-5 & 6	16-3
Junction (215 E 3RD ST)	8:00 am	9:30 am	1:30 pm	2:50 pm
Frewsburg (Town Hall)	[8:20 am]	[9:50 am]	[1:50 pm]	[3:30 pm]
Frewsburg (Town Hall)	8:30 am	10:00 am	2:00 pm	3:30 pm
Junction (215 E 3RD ST)	[8:50 am]	[10:20 am]	[2:20 pm]	[4:00 pm]



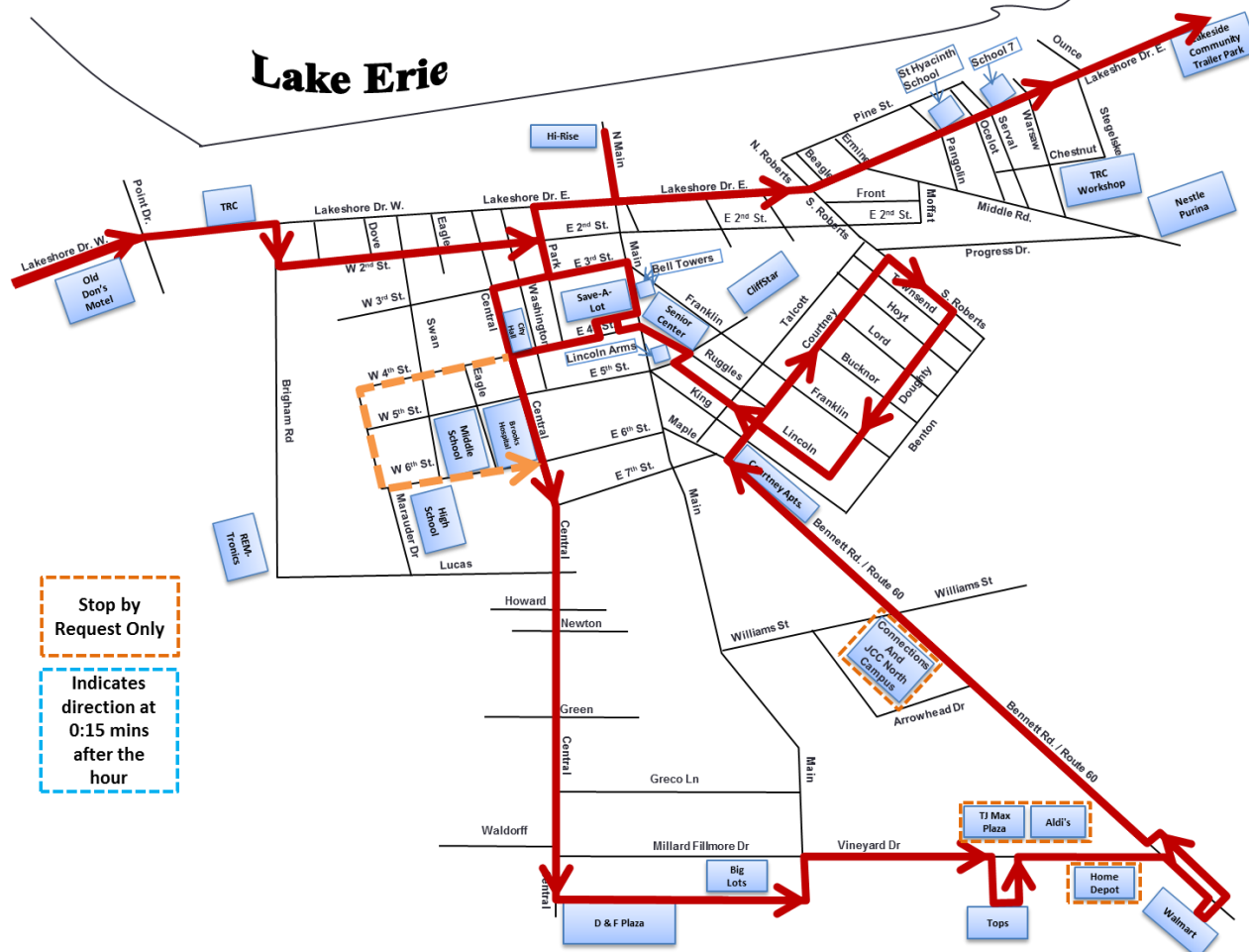
Dunkirk City Route Green Route



Scheduled Stops	Route									
	31	30	31	30	31	30	31	30	31	30
Lakeside Community	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30
E 2nd St & Roberts Rd	7:33	8:33	9:33	10:33	L	12:33	1:33	2:33	3:33	4:33
High Rise	S	S	S	S	U	S	S	S	S	S
Save-A-Lot	7:40	8:40	9:40	10:40	N	12:40	1:40	2:40	3:40	4:40
Doughty St & Lincoln Ave	7:44	8:44	9:44	10:44	C	12:44	1:44	2:44	3:44	4:44
Courtney Apartments	7:48	8:48	9:48	10:48	H	12:48	1:48	2:48	3:48	4:48
Connections/JCC North	By Request Only									
Walmart	8:00	9:00	10:00	11:00		1:00	2:00	3:00	4:00	5:00
TJ Maxx Plaza/Aldi's	By Request Only									
Tops Plaza	8:05	9:05	10:05	11:05	B	1:05	2:05	3:05	4:05	5:05
D & F Plaza	8:06	9:06	10:06	11:06	R	1:06	2:06	3:06	4:06	5:06
Central Ave & Howard Ave	8:09	9:09	10:09	11:09	E	1:09	2:09	3:09	4:09	5:09
Junction (City Hall)	8:17	9:17	10:17	11:17	A	1:17	2:17	3:17	4:17	5:17
TRC - 186 Lakeshore	8:20	9:20	10:20	11:20	K	1:20	2:20	3:20	4:20	5:20
Old Don's Motel	8:25	9:25	10:25	11:25		1:25	2:25	3:25	4:25	5:25



Dunkirk City Route Red Route



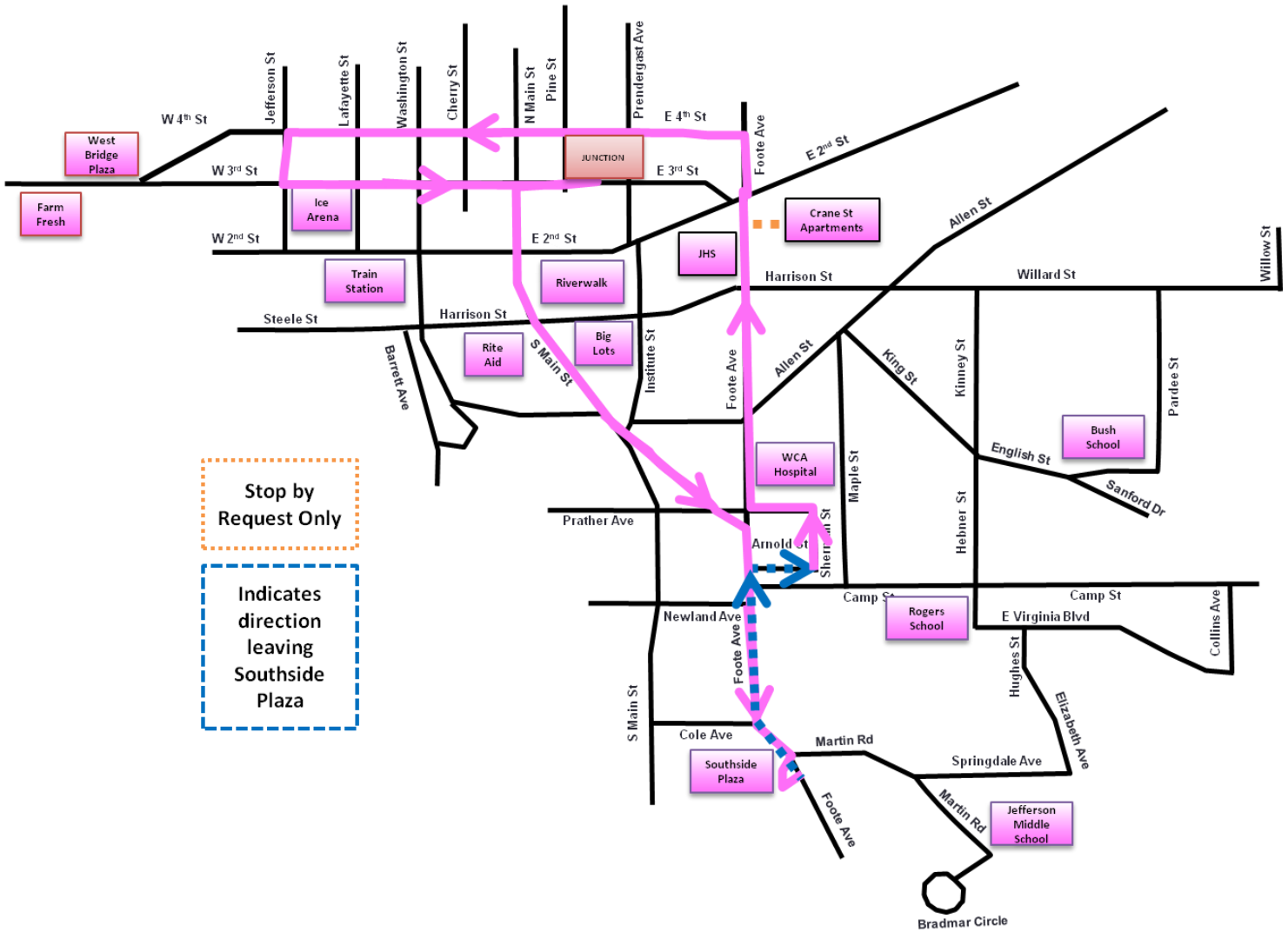
Stop by Request Only

Indicates direction at 0:15 mins after the hour

Scheduled Stops	Route									
	30	31	30	31	30	31	30	31	30	31
Dunkirk Motel	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30
W 2nd St & Swan St	7:33	8:33	9:33	10:33	L	12:33	1:33	2:33	3:33	4:33
Save-A-Lot	7:40	8:40	9:40	10:40	U	12:40	1:40	2:40	3:40	4:40
Junction (City Hall)	7:41	8:41	9:41	10:41	N	12:41	1:41	2:41	3:41	4:41
Central Ave and W 6th St	7:45	8:45	9:45	10:45	C	12:45	1:45	2:45	3:45	4:45
Tops Plaza	7:50	8:50	9:50	10:50	H	12:50	1:50	2:50	3:50	4:50
TJ Maxx/Aldi's	By Request Only									
Home Depot/Bob Evans	By Request Only									
Walmart	8:00	9:00	10:00	11:00		1:00	2:00	3:00	4:00	5:00
Courtney Apartments	8:03	9:03	10:03	11:03		1:03	2:03	3:03	4:03	5:03
Doughty St and Lincoln Ave	8:08	9:08	10:08	11:08		1:08	2:08	3:08	4:08	5:08
Dunkirk Senior Center	By Request Only									
Save-A-Lot (E 4th St)	8:15	9:15	10:15	11:15	B	1:15	2:15	3:15	4:15	5:15
Junction (City Hall)	8:17	9:17	10:17	11:17	R	1:17	2:17	3:17	4:17	5:17
Steger Apartments	8:19	9:19	10:19	11:19	E	1:19	2:19	3:19	4:19	5:19
E 2nd St & S Roberts Rd	8:22	9:22	10:22	11:22	A	1:22	2:22	3:22	4:22	5:22
Lakeside Community	8:25	9:25	10:25	11:25	K	1:25	2:25	3:25	4:25	5:25



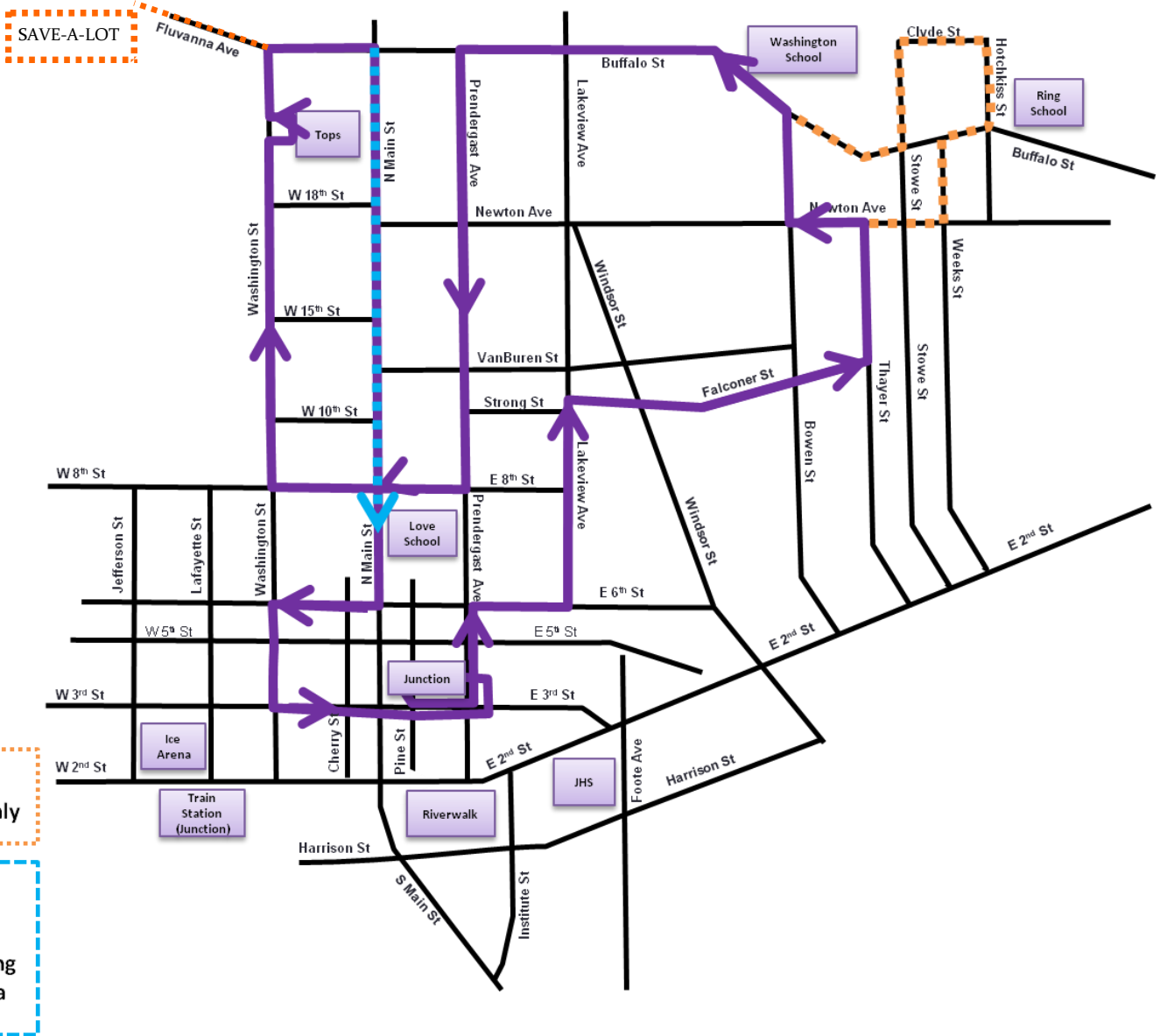
Jamestown City Route Southwest Express (Pink)



Scheduled Stops	Route								
	24	24	24	24	24	24	24	24	24
Junction (215 E 3RD ST)	7:15	8:15	9:15	10:15	11:15	12:15	1:15	2:15	3:15
N. Main and E 3rd St	7:17	8:17	9:17	10:17	11:17	12:17	1:17	2:17	3:17
S Main St and Harrison St	7:18	8:18	9:18	10:18	11:18	12:18	1:18	2:18	3:17
Arterial and Prather Ave	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:23
Southside Plaza (Tops)	7:23	8:23	9:23	10:23	11:23	12:23	1:23	2:23	3:23
Sherman St and Prather Ave	7:27	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27
Foote Ave and Harrison St	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30
Crane St	By Request Only								
E 4th St and Prendergast Ave	7:33	8:33	9:33	10:33	11:33	12:33	1:33	2:33	3:33
W 4th St and Cherry St	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:36
Junction (215 E 3RD ST)	7:40	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40



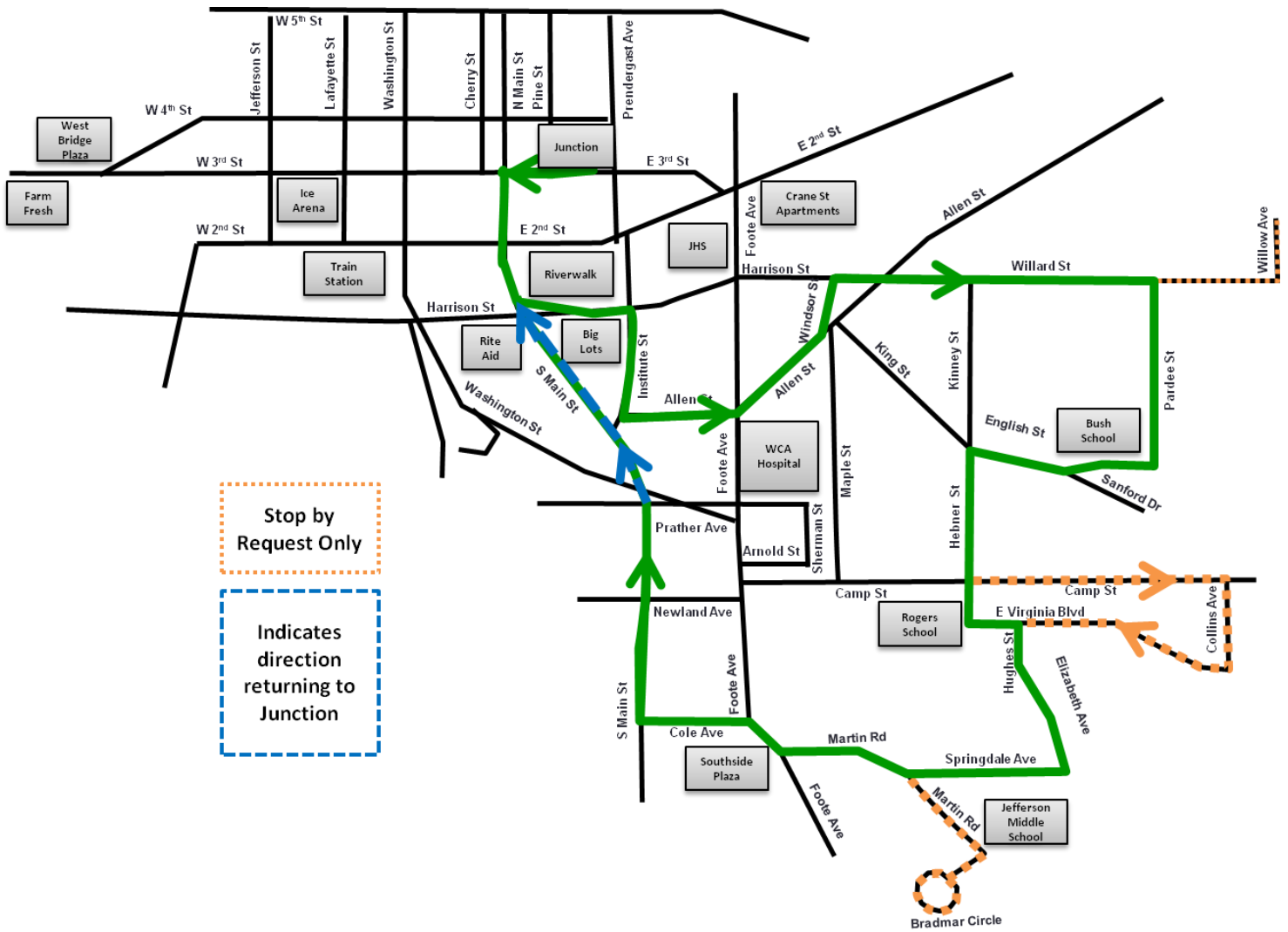
Jamestown City Route North Main Route (Lilac)



Scheduled Stops	Route											
	24	24	24	24	24	24	24	24	24	24	24	24
Junction (215 E 3RD ST)	6:00	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	
E 5th St and Prendergast Ave	6:04	6:49	7:49	8:49	9:49	10:49	11:49	12:49	1:49	2:49	3:49	
Lakeview Ave and Falconer St	6:05	6:50	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	
Thayer St and Newton Ave	6:07	6:52	7:52	8:52	9:52	10:52	11:52	12:52	1:52	2:52	3:52	
Hotchkiss St and Clyde Ave	By Request Only											
Buffalo St and Prendergast Ave	6:10	6:55	7:55	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	
Prendergast Ave and E 8th St	6:13	6:58	7:58	8:58	9:58	10:58	11:58	12:58	1:58	2:58	3:58	
Tops (Washington St)	6:18	7:03	8:03	9:03	10:03	11:03	12:03	1:03	2:03	3:03	4:03	
Save-A-Lot (Fluvanna Ave)	By Request Only											
N Main St and W 10th St	6:22	7:07	8:07	9:07	10:07	11:07	12:07	1:07	2:07	3:07	4:07	
W 6th St and Washington St	6:24	7:09	8:09	9:09	10:09	11:09	12:09	1:09	2:09	3:09	4:09	
Junction (215 E 3RD ST)	6:25	7:10	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	



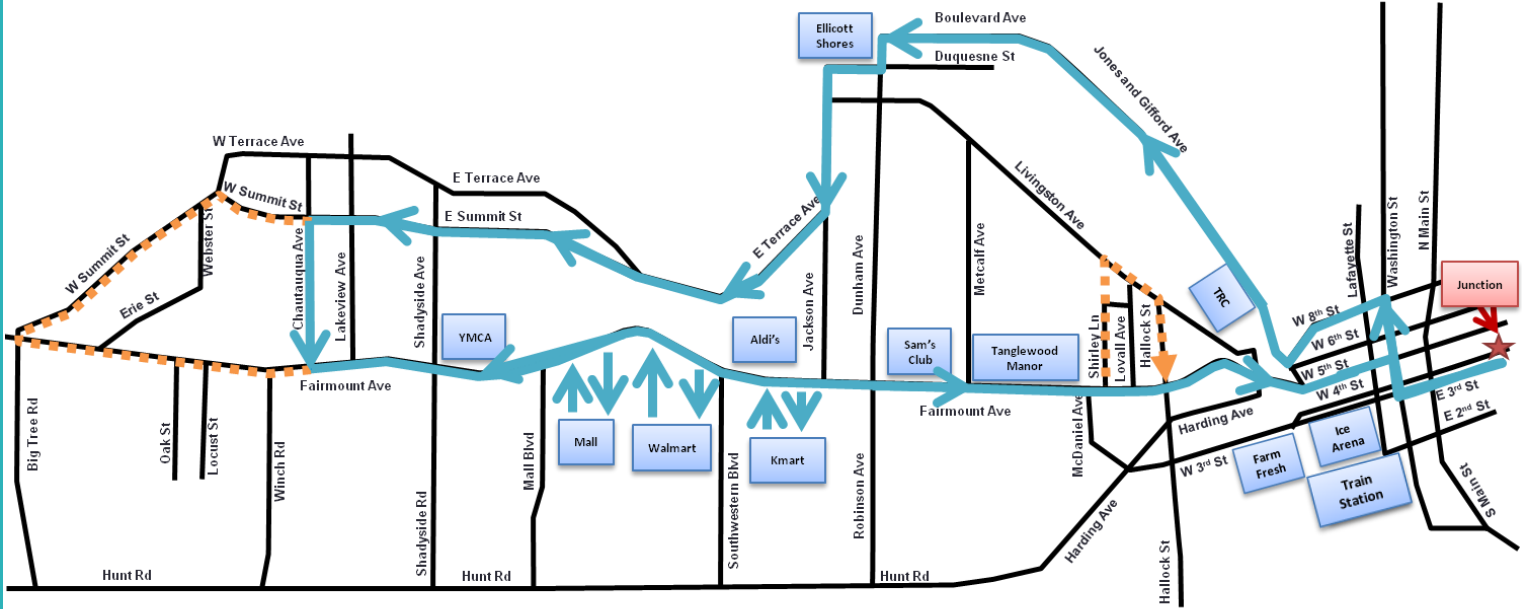
Jamestown City Route Willard Route (Green)



Scheduled Stops	Route									
	21	21	21	21	21	21	21	21	21	21
Junction (Train Station)	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45
WCA Hospital	6:49	7:49	8:49	9:49	10:49	11:49	12:49	1:49	2:49	3:49
Allen St and Willard St	6:51	7:51	8:51	9:51	10:51	11:51	12:51	1:51	2:51	3:51
Willard St and Pardee St	6:52	7:52	8:52	9:52	10:52	11:52	12:52	1:52	2:52	3:52
Bush School	6:54	7:54	8:54	9:54	10:54	11:54	12:54	1:54	2:54	3:54
Rogers School	6:56	7:56	8:56	9:56	10:56	11:56	12:56	1:56	2:56	3:56
Foote Ave and Cole Ave	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00
S Main St and Newland Ave	7:02	8:02	9:02	10:02	11:02	12:02	1:02	2:02	3:02	4:02
Junction (Train Station)	7:10	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10



Jamestown City Route Lakewood Via Jones and Gifford (Teal)

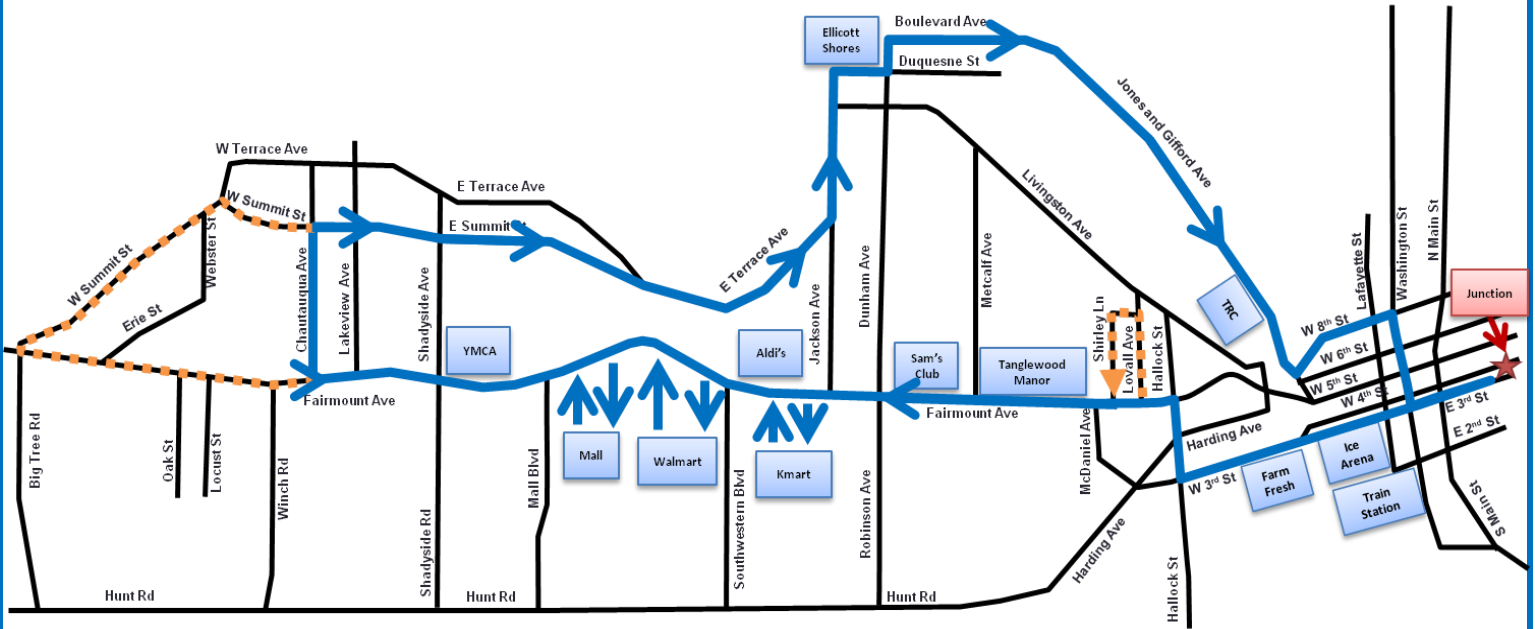


Stop by
Request Only

Scheduled Stops	Route and Run						
	20	20	20	20	20	20	20
Junction (215 E 3RD ST)	6:00	7:30	9:00	10:30	12:00	1:30	3:00
W 8th St and Washington St	6:02	7:32	9:02	10:32	12:02	1:32	3:02
W 8th St and Jones and Gifford Ave	6:03	7:33	9:03	10:33	12:03	1:33	3:03
Ellicott Shores Apartments	6:08	7:38	9:08	10:38	12:08	1:38	3:08
Summit Ave and Chautauqua Ave	6:14	7:44	9:14	10:44	12:14	1:44	3:14
Fairmount Ave and Big Tree Rd	By Request Only						
Chautauqua Mall		7:49	9:19	10:49	12:19	1:49	3:19
Walmart		7:53	9:23	10:53	12:23	1:53	3:23
Kmart		7:54	9:24	10:54	12:24	1:54	3:24
Fairmount Ave and McDaniel Ave	6:25	8:01	9:31	11:01	12:31	2:01	3:31
Shirley Lane	By Request Only						
W 8th St and Jones and Gifford Ave	By Request Only						
Junction (215 E 3RD ST)	6:30	8:15	9:45	11:15	12:45	2:15	3:45



Jamestown City Route Lakewood Via Fairmount Ave (Blue)



Stop by
Request Only

Scheduled Stops	Route						
	22	22	22	22	22	22	22
Junction (215 E 3RD ST)	6:45	8:15	9:45	11:15	12:45	2:15	3:45
Hallock St and W 3rd St	6:53	8:23	9:53	11:23	12:53	2:23	3:53
Shirley Lane	By Request Only						
Fairmount Ave and McDaniel Ave	6:55	8:25	9:55	11:25	12:55	2:25	3:55
Kmart	6:58	8:28	9:58	11:28	12:58	2:28	3:58
Walmart	7:03	8:33	10:03	11:33	1:03	2:33	4:03
Chautauqua Mall	7:06	8:36	10:06	11:36	1:06	2:36	4:06
Fairmount Ave and Lowe St	By Request Only						
Summit Ave and Chautauqua Ave	7:11	8:41	10:11	11:41	1:11	2:41	4:11
Ellicott Shores	7:17	8:47	10:17	11:47	1:17	2:47	4:17
TRC (Jones and Gifford Ave)	7:21	8:51	10:21	11:51	1:21	2:51	4:21
W 8th St and Jones and Gifford Ave	7:22	8:52	10:22	11:52	1:22	2:52	4:22
Junction (215 E 3RD ST)	7:30	9:00	10:30	12:00	1:30	3:00	4:30

Grocery Run Program

We at CARTS understand that it is difficult for some residents to get to the store in order to purchase their groceries. CARTS has blocked out time during the normal service times to accommodate those in need and CARTS can provide assistance to the door of a residence by carrying groceries utilizing the following guidelines. By doing this we are not increasing costs to the system and are able to provide a reduced fare to anyone wishing to use this system if trips are scheduled during these designated days and times.



On the grocery bus, the passenger may bring as many bags of groceries on the bus as the passenger and the driver can carry in one trip. This may include one case of water, pop, soup, etc.

Reservations for the grocery bus should be made in advance but same day requests will be scheduled according to availability.

The driver will assist the passenger with the groceries, but will only take to the door of the residence. Driver will not go into the home with the groceries.

Grocery Run Reduced Fares (Round Trip Passes Only)	
One Zone (Demand Response)	\$5.00 (Any Age)
Two Zone (Demand Response)	\$6.00 (Any Age)
Three or More Zones (Rural Run)	No Discount Price
<u>These rates are for Tuesday Grocery Runs only, getting groceries on other days is done at your normal ticket price.</u>	

Passengers may also use the city fixed routes for their grocery shopping. Passengers must be along the route and the passenger must be able to load all groceries in one trip and must keep groceries in their area on the bus. Driver will not be able to assist.

Trips on Rural Routes on non-grocery days must be scheduled in advance with CARTS Dispatch Office. The dispatcher will notate on the drivers manifest that this is a grocery run and the driver will assist with one trip of groceries. The fare for this service is the regular rate for this type of service.

If you need assistance, an escort/attendant may ride with you at no charge but must be scheduled in advance with the dispatchers. You may also take a foldable grocery cart with you on the bus to assist with loading and unloading the groceries, but it must be folded and secured while on the bus.

Office for the Aging is currently subsidizing the cost of the grocery bus for seniors over age 60. You must be preapproved by OFA. All donations are anonymous and not mandatory.

Jamestown Grocery Run		
Destination Store	Pick Up at Home	Return from Store
Farm Fresh (3rd St Plaza)	8:30 am - 9:00 am	9:45 am - 10:15 am
Tops (Washington St)	8:30 am - 9:00 am	10:30 am - 11:00 am
Walmart / Wegmans / Aldi	11:30 am - 12:30 am	3:15 pm - 3:45 pm
Tops (Foote Ave)	10:30 am - 11:30 am	1:00 pm - 2:00 pm
Tops (Falconer)	9:00 am - 9:30 am	9:45 am - 10:15 am

Dunkirk Grocery Run		
Destination Store	Pick Up at Home	Return from Store
Walmart / Aldi	Call to Schedule	Call to Schedule
Tops (Vineyard Drive)	Call to Schedule	Call to Schedule
P & G Foods	Call to Schedule	Call to Schedule
Save-A-Lot	Call to Schedule	Call to Schedule

If a specialized transportation plan is needed the passenger should be referred to the Chautauqua County Mobility Manager.

Passenger Conduct Policy

CARTS expects all passengers to follow reasonable rules of conduct while on the bus. These rules *will* be enforced to ensure a safe and pleasant journey for all.

PLEASE OBSERVE THE FOLLOWING:

- ◆ Do not consume food or beverages while on the bus.
- ◆ Beverages may be transported in a hard plastic container (no Styrofoam) but must be capped and closed.
- ◆ Smoking, Vaping, use of tobacco products, consumption of alcohol or illegal substances are *strictly prohibited*.
- ◆ No shirt, no shoes, no service.
- ◆ You must use headphones if using personal audio device.
- ◆ No weapons of any kind are permitted on buses.
- ◆ Verbal threats, abuse, foul language, shouting, fighting, or any aggressive or unruly behavior are *prohibited*.
- ◆ Do not vandalize or tamper with any CARTS property or the property/equipment of others.
- ◆ The transport of any hazardous material as defined by NYSDMV (such as gasoline or a car battery) is *prohibited*.
- ◆ No rider will be allowed to create unsanitary conditions via bodily fluids, including human or animal waste, etc.
- ◆ CARTS strives to make the transport of passengers a pleasant experience. Any person(s) that are transported by CARTS should be mindful of other customers and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area. Therefore, all clients will be required to adhere to the guidelines set forth by CARTS regarding this policy. Any client that refuses to follow the good personal hygiene policy, which includes proper bathing and wearing clean clothing, may be refused transportation services
- ◆ Animals are not allowed to board any CARTS bus with the exception of service animals.

In addition, CARTS asks that you follow the guidelines below:

- ◆ Have exact fare or ticket ready for driver. Drivers do not make change.
- ◆ Please reserve front seat for the elderly and disabled.
- ◆ Avoid unnecessary conversation with the driver.
- ◆ Please remain seated while bus is in motion.
- ◆ Be ready for your bus 15 minutes prior to your pickup time.
- ◆ Call the CARTS office if your bus does not arrive within 15 minutes of the scheduled pickup time.
- ◆ Call CARTS and cancel your ride if you do not need the service.

CARTS may refuse to provide or may suspend service for a rider if that person engages in violent, seriously disruptive, or illegal conduct.

As drivers will not administer medical treatment to passengers, but instead radio for assistance, users of the service with unstable medical conditions, if appropriate, are recommended to travel with a properly trained escort or personal care attendant, or request services from an ambulance service.

Drivers will make every effort to assist passengers to and from the bus as needed.

Services under Americans with Disabilities Act (ADA)

CARTS provides Dial-A-Ride public transportation to people who due to age or disabilities are unable to access the fixed route service in the Cities of Dunkirk and Jamestown and the Villages of Lakewood, Celoron, and Falconer.

Eligibility

CARTS will provide curb-to-curb or door-to-door ADA reduced rate paratransit service to individuals with limitations fitting into one of the following categories:

Category 1

A person who is unable, as a result of a physical or mental impairment (including vision impairments) and without the assistance of another individual, to board, ride, or disembark from any vehicle on the system, which is readily accessible to and usable by other individuals.

Category 2

Any person who needs the assistance of a wheelchair lift or other boarding assistance device and is able with such assistance to board, ride, and exit from an accessible fixed route vehicle, and an accessible vehicle is either not available on the desired fixed route, not available within a reasonable period of time when the trip to be taken by the individual, or the common wheelchair of the person cannot be accommodated by the vehicle.

Category 3

Any person with an impairment-related condition that is prevented from traveling to or from a bus stop (e.g. temperature sensitivity, blindness, chronic fatigue syndrome, or a lack of cognitive abilities).

Or

Any person with an impairment-related condition that is prevented from traveling to or from a bus stop because of the interaction of certain architectural and/or environmental barriers with their impairment-related condition (e.g. use of wheelchairs during a snowstorm).

In order to obtain access to this service, individuals with a disability must complete an eligibility application with CARTS. An eligibility determination will be made within 21 days of receipt of the completed. Temporary and Conditional ADA certifications will be reviewed at the discretion of CARTS.

If a person's eligibility is denied or limited, they may appeal their decision with the County ADA Coordinator, Ken Westphal by calling (716) 753-4237.

How CARTS Paratransit meets the Six Service Criteria

1. Service Area - the service area for the ADA Paratransit service (CARTS) will include all of the populated areas within 3/4 miles of an existing fixed route which includes the Cities of Dunkirk and Jamestown, and the Villages of Celoron, Lakewood, and Falconer.
2. Response Time - Requests for service will be received Monday through Friday 7:00 am through 5:00 pm by contacting the CARTS office.

CARTS offices and services are closed on Saturdays, Sundays, as well as New Year's Day, President's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Ride requests for the next business day must be made by phone with CARTS office staff before the close of business the preceding day. ADA riders are encouraged to call as far in advance as possible to schedule their trip.

Services under Americans with Disabilities Act (ADA) cont.

3. Fares - One pre-approved personal care provider (escort) may ride without charge. If space allows, additional persons may accompany the rider at the same fare as the ADA passenger and must have the same origin and destination as the ADA passenger. CARTS may charge a higher fare to a social service agency or other organization for agency paid trips. (Fares can be found on FARE CHART on page 6).
4. Trip Purpose - Passengers who use the CARTS Paratransit system will not be restricted by trip purpose, nor will types of trip have priority over others.
5. Hours and Days of Service - The CARTS Paratransit system will operate on the same days and hours as our fixed-route system, Monday through Friday (6:00 am - 4:30 pm in Jamestown, and 7:30 am - 5:30 pm in Dunkirk).
6. Capacity Restraints - Trips will be scheduled for pickup no more than one hour before the requested time. Vehicles that are dispatched to a location for pickup will wait no longer than 3 minutes to board the rider. If demand dictates, additional vehicles and staff will be placed into service to meet the increased demand.

Reciprocal Eligibility

An “out-of-town” individual seeking to utilize the CARTS ADA paratransit service may be certified by another transit system. Any limitations placed upon the “out-of-town” certification of ADA eligibility will be observed. If an “out-of-town” individual does not have such certification, but makes a claim of eligibility to CARTS, that claim will be honored on a presumption of eligibility. In such cases, CARTS will require proof that the individual is, in fact, not a resident of the transit district, and if the request for service is based upon a hidden impairment (e.g. a cardiac condition), medical documentation may be required. Presumptive eligibility will be provided for a period of 21 days. CARTS may require that the individual obtain local recertification if he/she plans to use the system beyond 21 days per year.

Notice to the Public of Rights Under Title VI

Chautauqua County, New York

The County of Chautauqua operates its programs and services without regard to color, race, religion, sex, age, handicap, political affiliation, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Chautauqua County Human Resources Director.

For more information and procedures to file a complaint, contact Chautauqua County Human Resources Director at (716) 753-4237.

Si usted necesita informacion en otro idioma, llame (716) 753-4300

Inclement Weather Policy

Chautauqua Area Regional Transit System (CARTS) will not transport in unsafe conditions. CARTS first concern is for the safety of its riders and employees. While every effort will be made to operate CARTS vehicles according to published schedules, recognized weather conditions may cause operation of vehicles to be unsafe.

Transit service will be closed when roads are hazardous for travel. During inclement weather conditions CARTS will cancel service or operate on a limited basis. CARTS will resume service on roads that are priority for snow removal and resume regular service as roads are cleared and safe for travel.

CARTS will make every effort not to leave passengers that we have taken to a destination stranded. We will attempt to call passengers and offer an early return.

Transportation during inclement weather may be limited and availability determined by the conditions.

CARTS operates as much as possible during weather storms, however please be prepared for delays, detours, or (in the event of extremely severe conditions) potential service cancellations. Information regarding limited services and service cancellations will be disseminated via local radio and/or news broadcasts. Listen to local news, radio and television stations for important weather information. Television stations utilized to reach Chautauqua County regions with public service announcements during inclement weather include: Media One Group (WWSE, WJTN, WHUG, WKSN, and WQFX), WKZA-106.9, WDOE-1410AM and 94.4FM.

During inclement weather conditions, CARTS will operate under one of three plans:

Plan A = Delays: Some isolated area within the county has hazardous weather conditions; there may be some delays in rural areas and services will continue only on the roads/streets that are priority for snow removal as they are made passable.

Plan B: = Limited Services: if transportation cannot be provided due to unsafe conditions or unavailable resources, trips will be cancelled and clients will need to reschedule all Non-Urgent –Care transportation requests. CARTS will make every effort to provide Non-Emergency Medical transportation to life threatening medical services such as dialysis, chemotherapy, radiation, etc. during inclement weather. Transportation services will resume as roads clear throughout the day and become safe.

Plan C = Services Cancelled: If a State of Emergency is declared, CARTS will not operate and the CARTS office will not be fully staffed under these conditions. Dialysis patients will listen to the radio and television broadcasts and follow emergency plan/services for assistance. Dialysis recipients should call 911 IF their medical condition becomes of an emergency nature. Recipients should reschedule non-emergency trips if roads are deemed unsafe for travel or are closed due to directives from State/Local Police. Transportation services will resume as roads clear throughout the day and become safe.



Reasonable Modification Request Policy

The Chautauqua Area Regional Transit System (CARTS) is committed to providing safe, reliable, accessible, and user-friendly services to our customers, including those with disabilities. To ensure equal and safe access to all riders, this policy outlines the procedure for receiving, processing, and responding to requests for reasonable modifications to CARTS policies or practices by persons with disabilities.

On March 13, 2015, the Department of Transportation issued a Final Ruling regarding 49 CFR Parts 27 and 37 *Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices*. This ruling requires public entities providing designated public transportation services to make reasonable modifications / accommodations to policies and practices to ensure program accessibility. The rule further requires that public entities adopt a formal process for tracking and responding to said requests for modifications.

Effective July 13, 2015, CARTS shall review and revise, the procedure to track all requests for reasonable modification to operational policies and practices to ensure services are accessible to persons with disabilities.

As part of this implementation, CARTS will :

- Ensure all front-line operators are properly trained to recognize a request for reasonable modifications/ accommodations related to a person's disability, and to properly document said request.
- Review and revise the method of communication that allows front-line operators a means to communicate said request with dispatch personnel to ensure federal guidelines are met.
- Review and revise training for all personnel who have contact with the public (Dispatch, Supervisors, etc.) to ensure they are properly trained on this policy.
- Review and revise a tracking mechanism, within CARTS complaint database, for complaints related to requests for reasonable modifications to ensure that passengers have an opportunity to escalate their requests.
- Ensure that responses to requests and/or complaints are promptly completed and that if a request is not granted, that all steps to the extent possible are taken to ensure services are accessible.

- Designate a single responsible employee as required under the Final Rule, to coordinate all efforts related to these requirements
- Ensure that all forms of communication with the public including website and print media contain information regarding this reasonable modification policy, how requests for accommodation can be made, and in a format that is accessible to an individual with a disability.

Procedure:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before CARTS is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through CARTS complaint process.
- Where a request for modification cannot practicably be made and determined in advance, operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with CARTS management before making a determination to grant or deny the request.
- Requests for modification of CARTS policies and practices may be denied only on one or more of the following grounds: Granting the request would fundamentally alter the nature of CARTS services, programs, or activities Granting the request would create a direct threat to the health or safety of others.
- Without the requested modification, the individual with a disability is able to fully use CARTS services, programs, or activities for their intended purpose.

Please call one of the following numbers to make a request for reasonable accommodation *before* using the service, if at all practicable.

Customer Complaint Policy

It is the policy of Chautauqua Area Regional Transit System (CARTS) to operate the public transportation program in an open and fair manner for passengers. No passenger will be discriminated against or suffer any reprisal from making a complaint. Complaints must be specific, vague or general charges of unfairness that are not substantiated by facts will not be processed. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue. CARTS will resolve the complaint within 15 business days of when complaint was taken.

If a passenger has an issue with a CARTS employee or another passenger, he or she should bring the matter to the attention of a CARTS supervisor (or a Dispatcher if a supervisor is not available) within 3 day of occurrence of incident. Complaints must be specific and include, names, places, times, and any pertinent information that would help with investigation of complaint. Customer must also leave their name and contact number so they can be reached for any follow up questions or to let them know outcome of investigation. The supervisor will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of receipt of complaint. If CARTS supervisors are unable to resolve matter, the Sr. Project Coordinator would discuss further with the Department head or the County Executive.



No Show Policy

Chautauqua Area Regional Transportation System has implemented a No Show Policy for its public transportation system, more commonly known as CARTS. A no show is defined as:

- 1) Any instance in which a passenger does not keep their scheduled ride and fails to notify the CARTS office at least one half hour prior to scheduled pick up time.
- 2) Verbal refusal or wave-by of the rider for the scheduled trip when the vehicle arrives at the pick-up location, unless due to late arrival of the vehicle or lack of operator assistance.

The driver will wait 3 minutes (5 minutes for Nursing Homes) past the scheduled pick up time before calling passenger in to dispatch as a no show. We have determined that no show trips affect not only the transit system, but also other customers. Our drivers make every effort to pick up all passengers on a timely basis, and when one of our customers is not there the drivers are required to spend time seeking out the person. Such delays may cause our drivers to fall behind their anticipated daily schedules and may cause unnecessary delay for other passengers attempting to get to their scheduled destinations.

A demonstrated pattern of no-shows (as defined above) is seriously disruptive to CARTS service. Three or more no-shows in any 30 day period will prompt a review. Based on the findings of the review, the following steps will be followed:

- 1) First suspension occurrence will result in a 7 day suspension penalty.
- 2) Second suspension occurrence will result in a 14 day suspension penalty.
- 3) Third suspension occurrence will result in a 30 day suspension penalty.

The timeframe for the progressive suspension policy is on (1) calendar year beginning on January 1st of every year.

CARTS will not penalize the rider for any no show that was beyond the rider's control. Therefore, when this occurs the rider must contact CARTS Dispatch within 10 days, in writing, with supporting documentation, CARTS will then advise the rider in writing, if the no show will remain on the riders record.

CARTS have established an administrative appeals process, which provides the rider an opportunity to present information and arguments supporting continuation of transportation. To request an administrative appeal the rider must notify CARTS in writing within 10 days of receiving notification that transportation will be suspended. Service will continue to be provided pending the outcome of the appeal process. Requests for an administrative appeal are sent to:

Chautauqua Area Regional Transit System, 234 Hopkins Ave.
Jamestown, New York 14701.

