



It's time to ride!

COG Transit Information

The Circulator

The Circulator is a deviated fixed route service that is offered in Trinidad and Walsenburg, Monday thru Friday from 7AM until 7PM in Trinidad and 7AM to 5PM in Walsenburg. The Circulator Route circles the town and is accessible to all passengers. When you see the marked Circulator bus, just wave the driver to stop ("**flag-stop**"). The driver will safely pull over to the curb and let you board. Just before you arrive at your destination, tell the driver you want to get off.

If you are within 3/4 of a mile from the Circulator route and cannot get to or from the route due to a disability, the Circulator can deviate to come to you. To request such a deviation call the RIDELINE in Walsenburg (719) 738-1182 & Trinidad (719) 845-1127

The bus is scheduled to be at certain locations along the route at certain times (**see scheduled time points**). The schedule shows when to expect the bus. For locations between two time points, you have to estimate the time. Sometimes the bus may be running late due to traffic, weather, deviations, etc. Please allow time for this.

Demand Response

To request a demand response ride please call the RIDELINE during the following hours: Monday – Friday 8:00 AM – 4:00 PM. 719-845-1127 in Las Animas County and 719-738-1182 in Huerfano County. Ride availability is at times restricted by the day's pre-scheduled trips and driver availability. **Please call at least one day in advance to schedule a trip.** Trips will be provided on a first-come, first-serve basis with medical appointments taking priority. Be prepared to board the bus 15 minutes ahead or after scheduled time. Drivers are allowed to wait 5 minutes for a passenger to board. The passenger will need to call and schedule the return trip.

When calling to schedule a trip, please have the following information available:

- Date and time of requested trip
- Name of passenger(s)
- Pick-up address
- Drop-off address
- Anticipated time of return(if not specified return service is not guaranteed)
- Any mobility aids or restrictions (wheelchair, walker, cane, service animal, personal care attendant, oxygen, etc.)
- Please specify if passenger will be traveling with a care attendant (PCA)
- Any billing information (Medicaid covered medical ride, etc.)
- Anybody can use the service. Children under 14 years of age must be accompanied by an adult. You can use it for any trip purpose and for any reason.
- Please be patient
- The vehicles are wheelchair accessible.

A **personal care attendant (PCA)** is someone designated or employed specifically to help the eligible individual meet his/her personal needs. The attendant must be capable of assisting the passenger he/she accompanies. Passengers are designated PCA eligible through the certification process. One PCA per trip may ride for free.

Family members and friends not employed or previously designated to provide personal assistance to the passenger are considered companions. The companion will pay the required fare to ride along.

Children accompanying a passenger are considered companions. Two (2) children 5 years of age and younger may travel free of charge with each adult. All child restraining laws apply to children. COG Transit will not provide child restraint seats. The passenger must provide the safety seat, secure the child in the seat, and secure the seat to the vehicle.

COG Transit is a “shared ride service,” and so more than one passenger may be scheduled during the time you are on the vehicle. A passenger may not refuse to ride with other passengers. You must ride in the vehicle that is sent for you. Requests for particular drivers cannot be honored. To assure that our drivers can easily find you, please make sure the house number and apartment number is clearly displayed and in a visible location. Drivers are not able to assist passengers inside their residences. Please notify the dispatcher if you require door-to-door assistance when making your reservation.

Pueblo Trips

Pueblo trips are on Tuesdays, Wednesdays and Thursdays. Appointments must be made at least 3 days in advance to allow for scheduling. Department of Social Services must pre-authorize all Medicaid covered trips out of town, your caseworker must be called at least 2 days before your trip date. Appointment times in Pueblo must be made between 11:00 AM and 2:30 PM. You will be called with your pick up time the day before your trip. If you are a Medicaid client and the doctor you are going to see accepts Medicaid for your appointment we can bill Medicaid for your trip with pre approval from DSS. Please have your doctor’s name, address and phone number ready when scheduling your ride.

La Veta Trips

La Veta trip are Mondays, Wednesdays and Fridays. Appointments must be made 24 hours in advance. Trip fare is \$3 one way and \$1 one way for AAA registered seniors.

Gardner Trips

Gardner runs are on Tuesdays and Thursdays. Trip fare is \$3 one way and \$1 one way for AAA registered seniors.

Trinidad/Aguilar/Walsenburg

Trips between Trinidad and Walsenburg are made on Tuesdays, Wednesdays, Thursdays and every other Friday. The bus leaves Trinidad at 9:15 AM on Fridays arriving in Aguilar at 9:35 AM and in Walsenburg at 10:00 AM. The return leaves Trinidad at 1:00 PM. Tuesdays and Thursdays trips depend on the appointment times in Pueblo. The time will be determined the day prior to the trip. Trip fare is \$3 one way and \$1 one way for AAA registered seniors.

Highway 12 Run

Trips from Trinidad up Highway 12 are on Mondays. We leave Trinidad at 8:45 AM arriving in Cokedale at 8:55 AM, Valdez/Segundo at 9:00 AM and Primero at 9:10 AM. The return trip will depend on driver availability.

Raton

Trip to Raton are made on Mondays and Fridays and the schedule allows. Please call in advance to schedule.

Fares

- Circulator \$1.00 per trip.
- Demand Response: One-way COG Transit is \$2.00 within town.
- One Way Fare to Pueblo: from Trinidad \$9.00, from Walsenburg \$7.00.
- Medicaid is accepted for those who qualify.
- Two (2) children 5 years of age and under ride for free per adult.
- Please have fare ready when boarding.
- The fare is required at time of service.
- COG Transit offers tickets that can be purchased from the office or your driver.

Seniors 60 years of age and older who are registered are allowed to ride on a subsidized basis thanks to the assistance of our Area Agency on Aging.

For more information about COG Transit please call RIDELINE 719-845-1127 in Trinidad or 719-738-1182 in Walsenburg or visit us online at www.sccog.net.

Family One Way Fare

If there are more than 2 people they would only have to pay the fare of 2 people.

In Town: \$2 each way-\$4 each way for a family.

Family Fare Pueblo Run

Trinidad to Pueblo- \$9 each way-no more than \$18 each way for a family

Trinidad to Pueblo Area Agency on Aging Registered -\$7 each way

Walsenburg to Pueblo-\$7 each way- no more than \$14 each way for a family

Walsenburg to Pueblo Area Agency on Aging Registered - no more than \$10 each way

Carry-On Items

Open food and beverages are not permitted in COG Transit vehicles. They must be closed and not at risk for spilling. COG Transit will allow one personal shopping cart, filled to normal capacity, per passenger as space allows. Please take only as much as you can carry.

Service Animals

Service animals may accompany a passenger. Cleanliness of service animals would be appreciated.

Family pets are also permitted, but required to be under control during the trip either on a leash or in a pet carrier.

No-Shows

A trip is considered a no-show when:

- The passenger calls dispatch to cancel a trip less than one hour before the driver arrives
- The passenger is not available when the driver arrives for pickup

- The vehicle arrives at the pick-up location within the 15-minute pick-up window, waits the required 5 minutes and the customer does not board the vehicle.

No shows are tracked on a quarterly cycle. The first date of the no-show occurrence begins the cycle. A total of 3 no-shows per month may result in a temporary suspension of service. Repeated violations of this policy will result in longer suspension periods each time.

Inclement Weather

While COG Transit may continue to operate during adverse weather conditions, there may be times when local road conditions prevent us from reaching you. Please monitor radio stations KCRT or KSPK for service messages.

Seat Belts

Colorado State law requires passengers to use seat belts in motor vehicles. Passengers in COG Transit vehicles are required to observe this law. Drivers can assist passengers with fastening and unfastening seat belts. You must have your seat belt fastened before the vehicle departs.

Passengers with wheelchairs or powered mobility devices can expect the operator to attach (4) wheelchair securements, lap belt, shoulder harness and set the wheel brakes before the vehicle departs.

Inaccessibility

- Operators cannot assist passengers in wheelchairs up or down steps.
- Operators cannot clear an accessible path to the vehicle obstructed by ice, snow or other physical barrier.
- Passengers requiring such assistance will need to make their own arrangements with other individuals.

Customer Service

All Passenger inquiries/concerns can be discussed by contacting RIDELINE in Trinidad at 719-845-1127 or in Walsenburg at 719-738-1182. Your concern will receive appropriate action.

Passenger Misconduct

For the safety and comfort of all SCCOG Transit passengers and employees, SCCOG has established the following definitions and consequences to address inappropriate passenger conduct.

Hazardous misconduct is defined as any passenger act which creates the potential for injury or death to any passenger, vehicle operator or the general public Abusive misconduct is defined as any verbal or physical act that is generally offensive, invades the privacy rights of others or involves touching another person in a rude, insolent or angry manner.

Hazardous or abusive misconduct may result in a service suspension:

- First offense may result in suspension of service of up to 60 days.
- Second offense within a one year period may result in a suspension of service for up to one year.

Unintentional misconduct is defined as any act that would qualify as hazardous or abusive misconduct, but is the direct and immediate consequence of the passenger's disability.

Consequence of unintentional misconduct:

- A passenger may be required to ride with a Personal Care Attendant
- A passenger will be subject to any reasonable accommodation that will ensure safety. This accommodation may last for a time that is sufficient to allow the passenger to learn appropriate behavior, or the accommodation may be permanent if the conduct is beyond the passenger's control.

A case by case evaluation for continued SCCOG Transit eligibility will be conducted for passengers engaging in repeat hazardous, abusive or unintentional misconduct.

SCCOG Transit staff will track this information and will notify passengers of a warning or suspension in writing. A passenger whose service is to be suspended has the right to an administrative appeal. A written copy of the Appeals Process may be obtained by call the Transit Coordinator at 719-845-1133.

Travel Training

Travel Training is available to help passengers learn how to use the SCCOG Transit Services. The training is free of charge to all passengers and for more information contact the Transit Coordinator or the Transit Director at 719-845-1133.

www.sccog.net

In accordance with the provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, South Central Council of Governments does not discriminate based on disability, race, national origin, or gender.

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