



**Loading Assistance:** City/County Transportation drivers may NOT enter your home or other buildings to assist you. The drivers are responsible for the safe loading, securing and unloading of the passengers. If you need help beyond what the drivers are allowed to perform, you need to make arrangements for an assistant to accompany and assist you. Drivers will assist handicapped or elderly passengers when the need arises. If you require assistance on or off the bus please let the driver know what they can do to help you.

**Medicaid:** The Texas Department of Human Services offers assistance for medical transportation patients through the Medicaid program. To obtain a Medicaid Pass you must contact the Dept. of Human Services at 1-877-633-8747. These passes are used for medical purposes only, meaning to and from a doctor's office only.

**No shows:** When a passenger schedules a trip and fails to cancel it thirty-minutes prior to our arrival time or does not show up for a scheduled trip it is considered a "No Show". The driver will wait five-minutes after your scheduled appointment time, if the passenger does not appear for transportation, the trip will be considered a "No Show". "No Shows" must be paid for on your next scheduled ride. If you owe for two "No Shows" you will be required to pay for those at the office, before you will be allowed to ride again.

**Passes:** Passes may be purchased from the driver or at the City/County Transportation office located at 206 N. Border.  
Regular Pass (\$40 value) .....\$35.00  
Reduced Pass (\$40 value) .....\$20.00

-Seniors 60 & over

-Students 18 & under

-Disabled persons with a Dr.'s note

**Pick-up Locations:** If you are not sure where the pick up location is at a business or public building, ask the dispatcher or driver. Normally the pick-up location will be the same place you were dropped off unless prior arrangements have been made.

**Scheduling Trips:** To schedule a ride please call 817-641-1800 or 1-866-913-1800 between 7:00 a.m. - 6:00 p.m., Monday through Friday. Please call as soon as possible to schedule your ride as certain times book up very quickly. You will need to know the approximate time you need the ride, the addresses of your pick up and delivery locations. If you are a new client some additional information will be required, such as, your home address and phone number. If you are going to more than one destination and want the driver to wait on you, they are only allowed to wait seven minutes. Remember to allow travel time when scheduling your return appointments.

**Seat Belts:** Children and infants are required by Texas State Law to wear restraint devices when traveling in motor vehicles. Some of the buses do have child seats built in, however, if you have a child that is required to ride in a child seat you will need to provide your own if you are in a vehicle not equipped with one. All passengers are asked to wear their seat belts when riding in a City/County Transportation vehicle, to ensure your safety. All passengers must be secured in a seated, upright position, facing forward when traveling in a City/County Transportation vehicle.

**Smoking:** Smoking is NOT permitted on any City/County Transportation vehicle.

**Standing Reservations:** Standing reservations are for passengers who ride to or from a certain destination at a set time at least 3 times a week. Standing reservations depend on availability. Contact the dispatcher for additional information regarding standing reservations.

**Wheelchairs:** Wheelchairs must be in good working condition, with locking brakes. For the safety of all passengers, wheelchair passengers must be secured with the seat belts, as well as caliper locking devices. Wheelchair passengers must be secured in a seated upright position facing forward.

# **City** **transportation**

## Passenger Information

Attendants	Loading Assistance
Cancellations	Medicaid
Children	No Shows
Complaints	Passes
Disruptive Passengers	Pickup Locations
Fares	Scheduling Trips
Food & Drink	Seat Belts
Groceries & Packages	Smoking
Hours of Operation	Standing Reservation
Ill or Injured Passengers	Wheelchairs
Intoxicated Passengers	

817-641-1800

or

1-866-913-1800

## Welcome aboard City/County Transportation!

We are City/County Transportation for Johnson County. We are an expansion service of Cletran that services the City of Cleburne. We have two types of services: daily route schedules and demand response.

### Holidays:

New Year's Day	Thanksgiving
Martin Luther King	Friday after Thanksgiving
Good Friday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	Labor Day

**Demand Response:** Demand response transportation means that we will pick you up at your origin location and deliver you to your destination. All origin and destination locations must be within Johnson County. However we do provide service for all of Burleson and to Huguley Hospital. We ask that all rides outside the Cleburne city limits be scheduled a day in advance to assure your desired time. Medical trips may also be scheduled a day in advance. Pick ups are scheduled on the hour and half-hour. Please remember that we do allow a thirty minute window. For example: if you schedule an 8:00 am we will be there between 8:00 am and 8:30 am to pick you up. If we are over 30 minutes late your ride will be complimentary. The earlier you call to schedule your desired time will help in assuring you of that time as all calls are on a first come first serve basis.

**Routes:** We have a scheduled route to downtown Ft.. Worth that departs Cleburne three times a day with stops in Joshua and Burleson.

### NORTH BOUND:

Cleburne	5:50am	11:15am	4:30pm
Joshua	6:10am	11:35am	4:50pm
Burleson	6:25am	11:40am	5:05pm
Ft. Worth	7:00am	12:00pm	5:40pm

### SOUTH BOUND:

Ft. Worth	7:45am	12:15pm	5:45pm
Burleson	8:20am	12:30pm	6:20pm
Joshua	8:35am	12:45pm	6:35pm
Cleburne	8:55am	1:00pm	6:55pm

Fare between each stop is \$2.00 with a maximum fare of \$6.00 from Cleburne to Ft. Worth. The bus stop in Cleburne is located at the Intermodal Depot at 206 N. Border. The stop in Joshua is located in the downtown area across from the Joshua City Hall. The stop in Burleson is located at the Burleson Wal Mart close to Hwy. 174. If you have any questions about how the route service operates or locations of stops please call the dispatch number.

### Passes:

\$40.00 – Regular  
\$15.00 – Reduced

Passes are monthly passes with unlimited rides. These passes are transferable to the Ft. Worth T and Trinity Rail Express.

**Attendants:** An attendant is allowed to travel with you at no charge if approved through dispatch.

**Cancellations:** Service must be canceled at least thirty minutes prior to the scheduled pick-up time. If a passenger cancels the ride when the driver arrives, it will be considered a "no show".

**Children:** Children 4 years and under will ride at no charge when accompanied by an adult. Children are required to wear their seat belts at ALL times.

**Complaints:** If you have a complaint regarding City/County Transportation service or its employees, please telephone the City/County Transportation office between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday. You may direct your complaints to the Operations Supervisor or the Transportation Manager.

**Disruptive Passengers:** City/County Transportation reserves the right to refuse service to any passenger. Passengers must observe all City/County Transportation rules and regulations.

### Fares:

**Demand Response:**  
Within the city limits - \$2.00 one way  
Outside the city limits - an additional fare will apply.

Children 4 years and under ride free with an adult. Fare MUST be paid when boarding. You may pay by cash or check.

**Food & Drink:** Consuming food or drink is NOT permitted on the bus at any time. You may transport sealed containers.

**Groceries & Packages:** Groceries and packages are limited to what the passenger can safely hold on their lap during transport. They may not be placed on the floor of the vehicle or left unattended at any time. We ask that you please limit to 5 bags. If you feel you will have more than 5 bags you need to request a mini van to pick you up.

### Hours of Operation:

City of Cleburne:

Monday - Friday 7:00 a.m. to 8:00 p.m.

Saturday 8:00 a.m. to 5:00 p.m.

Sunday Closed

City of Burleson:

Monday - Friday 8:00 a.m. to 5:00 p.m.

No Saturday or Sunday service at this time.

All other areas of Johnson County:

Monday - Friday 6:00 a.m. to 6:00 p.m.

No Saturday or Sunday service at this time.

**Ill or Injured Passengers:** Passengers who are extremely ill, have contagious diseases or are severely injured may not be transported. City/County Transportation drivers are not emergency medical personnel.

**Intoxicated Passengers:** Intoxicated passengers who are not violent or a threat to the driver, other passengers or themselves will be allowed to ride at the driver's discretion.