

Roundup-Brochure.pdf

Round Up

City of Clovis, Transit Division

Clovis Transit System Map

A paratransit transportation program serving the City of Clovis for ADA qualified individuals who are unable to access fixed route services.

For more information, call:

559-324-2760

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Round Up is not a medical transport, an emergency service, or taxi service.

Phone: 559-324-2760

The map shows the principal service area for Round Up. Boundaries are subject to change.

For specific information on service area boundaries, please call 559-324-2760.

City of Clovis, Transit

155 N. Sunnyside Ave.

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12.13.18

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What is Round Up?

Round Up is a paratransit bus service for disabled Clovis residents who cannot use fixed route (Stageline) due to geographical and/or other limitations.

It is a shared-ride service. We pick up and drop off as close to the door of your destination as possible. Additional assistance is available upon request.

Qualifying for Round Up

A potential passenger is required to complete the Round Up Americans with Disabilities Act (ADA) application. Eligibility will be determined using standards

set by ADA law. You will be notified of your eligibility status by mail within 21 days after your completed application is received by our office.

If you have been ADA-certified by another transit system, you will be allowed to use Round Up service for 21 days while the Round Up certification paperwork is processed.

#### Hours and Areas of Service

##### Phone Hours

list of 2 items

☒ Monday-Friday 7:00am-7:15pm

☒ Saturday/Sunday 7:30am-3:30pm list

end

To cancel an early appointment, you can leave a message on our after-hours answering system.

##### Operational Hours

##### Clovis

list of 2 items

☒ Monday-Friday 6:30-7:15pm

☒ Saturday & Sunday 8:00am-3:00pm

list end

##### Fresno

list of 1 items

☒ Monday-Friday 7:00am-5:00pm list

end

Saturday service includes all of Clovis and locations within 3/4 miles of our fixed route service, which includes a limited area of Fresno. Sunday service

is for Clovis-only trips.

For trips outside of the Fresno service area or between Fresno addresses, passengers can coordinate with Fresno Handy Ride. See the map on the reverse

side for the service area boundaries.

#### Making an Appointment

All ride requests must be made at least the day before the ride and up to 14 days in advance. No same-day appointments are allowed.

Passengers must have their date, time, and destination address. When the appointment is taken, the caller will be given a "be ready" time. For a return

ride, passengers call the transit dispatch line and a vehicle will be sent to the location provided. The dispatcher will give the passenger an approximate

arrival time.

Fares

Clovis Trips: Free

Fresno Trips: Free

☑ Use your mobile phone to purchase rides via clovis transit app. list end

Additional Information

list of 1 items

☑ A personal care attendant (PCA) rides free of charge. Additional companions pay the same fare as the rider.

list end

list of 1 items

☑ Trained service animals are welcome on all Clovis Transit vehicles. Pets must ride in a secure, leak-proof carrier.

list end

list of 1 items

☑ Cancellations must be made at least an hour prior to the be-ready time. Repeated late cancels and no-shows could result in service suspension.

list end

list of 1 items

☒ The ride is considered on time if the driver arrives within the 15-minute pickup window. The driver waits 5 minutes. Once they leave, they cannot return.

list end

list of 1 items

☒ For the safety of the driver, they are limited to lifting up to a total of five bags, up to 25 lbs. Many riders use a wire shopping cart for easier transportation.

list end

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Round Up

Wheelchair

Van