



Just a Call, Click or Tap away!

Casa Grande LINK Transit Service

Rider's Guide

(520) 509-6900
www.CasaGrandeLINK.com

Information and Policies contained herein are subject to change
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WELCOME ABOARD THE CG LINK!

INFORMATION

This ***Rider's Guide*** will provide guidance and policies to help you use the Casa Grande LINK (CG LINK) public transit demand response service in Casa Grande.

The CG LINK transit service is funded with FTA Section 5307 funds, CARES Act funds and city general funds.

What is the Casa Grande LINK?

CG LINK operates a curb-to-curb, accessible transit service for the general public. CG LINK operates within a specific service area located in the southern portion of Casa Grande (see Service Area Map on page 6). Trip reservations are requested 24 hours or up to 7 days in advance. Same day trips are accepted whenever space is available. CG LINK is a shared ride service, meaning that we may pick up and/or drop off other passengers before you reach your destination. All trips must originate and end within the service area.

The CG LINK uses 'right sized' vehicles to meet transit needs. The service provides accessible vehicles which have a lift or ramp and a wheelchair securement area. Passengers must pay their fare upon boarding vehicles.

Curb-to-Curb service allows drivers to pick up passengers in front of their homes or any location and drop off passengers as close as possible to their destination. If access to your home or destination is limited or unavailable due to barriers, security or access challenges, drivers will do their best to find a solution that is safe for you while also providing safe passage and vehicle clearance. Always advise our Dispatchers with special instructions if access to your home or destination may be an issue.

Individuals are not able to hail a CG LINK vehicle. All trips must be reserved in advance.

Virtual Bus Stops

Virtual Bus Stops may be added at frequently used locations, such as the Promenade Mall, Libraries or Walmart to name a few. Virtual Bus Stops will be located at safe, pre-determined and City approved locations. Be sure to verify with Dispatch to learn if your pickup or destination location is a Virtual Bus Stop.

Passenger Experience – Passenger Rights

- All CG LINK passengers have the right to:
- Be treated with courtesy.
- Be picked up on time.
- Be transported in a safe manner.
- Travel in clean and well maintained vehicles.
- Have phone calls answered promptly by helpful staff.
- Have all concerns and complaints heard and resolved in a timely manner.

Privacy Policy and Terms of Use

Please refer to www.CasaGrandeLINK.com to access our Privacy Policy and Terms of Use documents.

Contacts

You may contact the CG LINK Dispatch/Customer Service by phone, email, or U.S. Mail.

Dispatch Center and Customer Service

Phone (520) 509-6900
Email cmlink@casagrandeaz.gov
Hours 7 am to 7 pm, Monday to Saturday

Mailing Address CG LINK Transit Service
City of Casa Grande
510 E. Florence Blvd
Casa Grande, AZ 85122

City of Casa Grande Transit Department

Phone (520) 421-8600 x6903
Email cmlink@casagrandeaz.gov
Hours 8 am to 5 pm, Monday to Friday

RIDING THE BUS BASICS

CG LINK Service Area Map

Please contact the CG LINK Dispatch Center at (520) 509-6900 or visit CasaGrandeLINK.com to determine if your trip is eligible for CG LINK service.



Destinations

Travel plans with more than one destination are treated as separate trips and must be scheduled as such. Drivers are only permitted to stop at locations designated when the appointment is made.

Days & Hours of Service

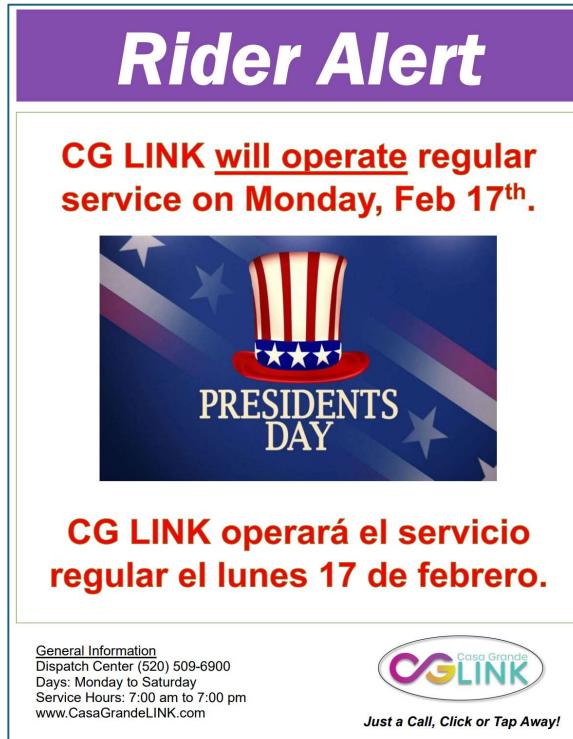
CG LINK operates Monday through Saturday from 7:00 am to 7:00 pm. The Dispatch reservation line shall remain open during these hours.

Holidays

Service does not operate on the following holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

Rider Alerts and Notices

Rider Alert notifications provide riders with important information regarding the CG LINK service. Such as, service changes, holidays, policy updates and other general information. Rider Alerts are posted inside vehicles, available online at www.CasaGrandeLINK.com, on the CG LINK Rider App or pushed to you via CG Alerts if you have signed up (program offered by the City of Casa Grande). Rider Alerts may be posted on the day of an unplanned event, but in most cases advance notice will be given. Below is an example of a Rider Alert.



Lost and Found

Lost or found an item inside a CG LINK vehicle? Call the Dispatch Center at (520) 509-6900 to report the lost or found item. Drivers will make every effort to locate lost item(s). Please remember to collect all your personal items when leaving vehicles. Clothing and perishable items are disposed of immediately. Item will be kept for 1 week, then disposed of or donated to charity.

CG LINK FARES

CASH FARES	
Regular Fare Rider	Reduced Fare Rider
\$1.50 per one-way trip	\$1.25 per one-way trip
<ul style="list-style-type: none"> • Individuals (ages 16 to 59) 	<ul style="list-style-type: none"> • Seniors age 60+ • Disabled person of any age • Veterans with valid ID Card • Youth ages 6 to 15
Pre-pay via the CG LINK Rider App or Pay with Exact Cash only - Drivers cannot make change.	

DISCOUNT E-PASS	
Regular Fare Rider	Reduced Fare Rider
\$27.00 each (a 10% discount), good for \$30 in credit or 20 one-way trips.	\$27.00 each (a 10% discount), good for \$30 in credit or 24 one-way trips.
<ul style="list-style-type: none"> • Individuals (ages 16 to 59) 	<ul style="list-style-type: none"> • Seniors age 60+ • Disabled person of any age • Veterans with valid ID Card • Youth ages 6 to 15
<u>Point of Sale Locations</u> <ol style="list-style-type: none"> 1. CG LINK Rider App: accepts Credit Cards only. 2. CG LINK Dispatch Center: accepts Credit Cards only. 3. City Finance Dept: accepts Cash, Checks or Credit Cards. 	

HOW TO SCHEDULE A TRIP

Scheduling a trip can be accomplished by calling the Dispatch Center, using the CG LINK Rider App, using a computer or by visiting www.CasaGrandeLINK.com and clicking the link to schedule a trip.

Call to Schedule a Trip

Call (520) 509-6900 to schedule a ride during the hours of 7:00 am to 7:00 pm Monday through Saturday. Passengers are requested to schedule trips 24-hours up to 7 days in advance. Every attempt will be made to accommodate same day requests.

When you call, have the following information ready:

- Your Name.
- A telephone number where you may be reached.
- An email address.
- Your preferred pickup time.
- Your pickup address.
- Are you using a mobility device. (Wheelchair, Scooter, or Walker).
- Are you traveling with a bicycle.
- Are you traveling with companions.
- Any accommodation (e.g., portable oxygen tank or service animal).

CG LINK is a shared ride service. This means that the driver may pickup and/or drop off other passengers before you reach your destination. Please keep in mind that riding times with CG LINK usually takes longer than it would take if you drove directly to your destination.

Schedule Your Trip from the CG LINK Rider App

Download the CG LINK Rider App from the Google Play Store  or Apple Store .

Schedule Using a Computer

You can visit www.CasaGrandeLINK.com and follow the link to schedule a trip. You will be prompted with instructions when booking your trip.

Push Notifications for Scheduled Trips

- A Push Notification will be texted to your smartphone when a CG LINK vehicle is on the way to your pickup.
- You will also receive a text notification when your CG LINK vehicle has arrived.
- Notifications are sent via SMS and/or the CG LINK Rider App. You also have the option to use the CG LINK Rider App to track your vehicle's location in real-time as it's traveling to your pickup location.

How to Cancel or Change a Scheduled

A trip can be cancelled or changed by calling Dispatch at (520) 509-6900, or by using the CG LINK Rider App if this was the method used to book the trip.

HOW TO RIDE WITH CG LINK

Pickup “Be Ready” Window

When you schedule your trip, you will be given a 20-minute “be ready window”, this is also known as the on-time pickup window. For example, if your appointment is 9:00 am, your “be ready window” is 5-minutes before 9:00 am, or 8:55 am and 9:15 am after. An exact time is not possible, as Drivers are picking up and dropping off other passengers on their way to you. It is very important that you are ready within the 20-minute “be ready window”. If the vehicle doesn’t arrive within the 20-minute window, call Dispatch for an update.

Dwell Time

Drivers can wait for up to 2 minutes once the vehicle has arrived. If you are not ready or we cannot find you, then Drivers may have to leave, and you may miss your ride. Please call Dispatch to let us know you are not ready and whenever possible your pickup time might be adjusted.

What is a No-Show?

A No Show occurs when the vehicle arrives within the on-time window, the driver waits at least 2 minutes for you, and you fail to take the trip. Or when you fail to cancel the trip at least 2-hours prior to your scheduled trip.

What is a Late Cancel?

A Late Cancel happens when the vehicle arrives at the scheduled pickup, and you cancel with the driver on the spot. No Shows and Late Cancels that could have been avoided with a timely cancellation call reduce the efficiency of the service and cause delays for other passengers. If you are not able to keep your trip, we advise that you cancel your trip as soon as possible.

No Shows AND Late Cancels, that are beyond your control, are excused. However, if you have attained three unexcused No Shows or Late Cancels within a 30-day period, a review of your travel record is conducted. A warning is sent to you if you accumulate three No Shows or Late Cancels within a 30-day period. The letter will detail each recorded No Show or Late Cancel, and your travel with CG LINK will be restricted or suspended for a period of time. You may contact Customer Service to discuss the matter and explain if any of the recorded No Shows which were beyond your control.

Ride Time

CG LINK is a shared ride service, meaning that other passengers may board or exit the vehicle before you reach your destination. This means your trip may take longer to reach your destination than if you drove there directly. We encourage passengers to carry any medications with them in case their ride time is delayed.

How will I Recognize the CG LINK vehicle?

CG LINK vehicles have a distinctive colorful graphic design. Visit www.CasaGrandeLINK.com to see an image of a vehicle. In addition, the CG LINK Rider App and/or SMS push notifications will provide the vehicle number and your driver’s name.

Service Animals

If you have a disability, you may board the vehicle with a trained Service Animal that performs a specific function or functions. You must keep the animal under control, and it must not pose a threat to other passengers. If you travel with a Service Animal, you are responsible for any damage or injury caused by the animal. Always let Dispatch know when you plan to travel with a Service Animal



Connect with the CART – *Central Arizona Regional Transit*

The CART service has four bus stops within the CG LINK service area. CG LINK can provide trips to/from CART bus stops. When scheduling a trip to catch a CART bus (outbound), be sure to keep in mind the CART times so that we get you to the CART bus stop before it departs. As a rule it is recommended to arrive 5-10 minutes before the scheduled departure time. CG LINK is not affiliated with the CART service and is not able to coordinate trips between CG LINK and CART. You are responsible to provide Dispatch with the time you must arrive at the CART bus stop. If returning to Casa Grande on the CART service, you can schedule a pickup from the CART bus stop using the CG LINK service.

Bus Rules

The CG LINK public transit service provides safe, convenient, and reliable service. In order to maintain a service that is welcome to all, we want all passengers to feel safe. The following Bus Rules are a code of conduct to ensure a safe and positive riding experience. Violations of the Bus Rules are not tolerated and are cause for removal from the service.

- No Eating, Drinking, Alcohol, Smoking or Vaping on the Bus.
- You must wear shirts and shoes at all times.
- All riders must pay the applicable fare to use the service.
- Riders are expected to treat other passengers with respect and courtesy and abide by the Bus Rules.
- Littering is prohibited on all CG LINK property.
- Large-sized carts, shopping carts and bicycles are not permitted inside the Bus.
- Strollers should be placed so they do not block the aisle.
- Bicycles are to be placed on the exterior storage racks.
- Riders may not remain in vehicles after they have reached their destination.
- Fighting, harassing, disturbing nor interfering with the Driver, bus equipment or other passengers is not permitted.
- Children aged 10 and younger may not ride alone and must be accompanied by a paying adult.
- Possessing flammable, explosive, or hazardous material is prohibited. Using a match, lighter or torch is prohibited.

- Passengers should use electronic devices in an appropriate manner that does not interfere with the quiet enjoyment of other passengers. Audio and visual devices, including radios, CD players, iPods, MP3 devices, mobile phones and other similar devices must not be audible to other passengers.
- Mobile phone conversations should be conducted quietly in a manner that does not disturb other passengers.
- Loud sounds or behaving in an unreasonably loud or highly disruptive to others is prohibited.
- All animals, except Service Animals, must be carried inside an enclosed and secure cage or carrying case small enough to fit on the passenger's lap, and must not endanger or disturb other passengers.

CG LINK VEHICLES

Accessibility

CG LINK vehicles are equipped with lifts and/or ramps. Accessible vehicles are used to transport both ambulatory riders and passengers that require to board the vehicles via a lift or ramp.

CG LINK vehicles will accommodate an ADA defined common wheelchair. Oversized mobility devices or devices with heavy battery packs may not be transportable. Please contact Dispatch in advance of your trip to determine your mobility devices specifications.

Seatbelt Policy

For your safety and that of other passengers, the CG LINK Seatbelt Policy recommends that all passengers use seatbelts when riding. Seatbelts are designed to protect you and others, and to prevent injury.

Car Seat Policy

When scheduling your trip via the Rider App or by calling the Dispatch Center, all children regardless of age, must be identified as an “additional passenger”. Bring a car seat or booster seat for small children who need them. The car seat or booster must be secured by the accompanying adult.

Packages and Personal Items

CG LINK vehicles are share spaces, and we ask that all passengers to limit personal items to 1 piece (such as luggage) or up to 3 grocery bags (we recommend the larger grocery bags that will hold smaller grocery bags) that can fit in the vehicle without obstructing another seat.

On-Board Cameras

CG LINK vehicles are equipped with a dashboard camera system that records video and audio footage during your ride. Footage is used to analyze the vehicles' movements and evaluate drivers' performance relative to road conditions. The data is used to improve driver feedback and training, as well as incident documentation that helps to resolve customer disputes and offer proof of service delivery.

MOBILITY DEVICES AND SECUREMENT

Accessible Services

Following ADA requirements, CG LINK vehicles will accommodate wheelchairs, scooters and other mobility devices that have dimensions up to 30 inches wide by 48 inches long when measured two inches above the ground and that weigh up to no more than 600 pounds when occupied. CG LINK vehicles are equipped with a lift or ramp, and ADA equipment. The Driver will secure all mobility devices before departing. Passengers may transfer from a wheelchair or scooter to a seat if they prefer, but their mobility device will still be secured.

Passengers must fold strollers and may not keep them in the aisles. If a passenger in wheelchair needs the tiedown area of the vehicle, then passengers sitting in those seats may be asked to move 13 | Page to another seat. For the safety of everyone, please ensure that pull carts, packages and luggage are not blocking the aisles.

Mobility Device Securement

A configuration of straps and hooks on a vehicle that are attached to a mobility device0aid to keep it stable during travel. All mobility devices and aids must be secured when the vehicle is traveling.

Personal Care Attendant (PCA)

An individual who assists a person with a disability in carrying out his or her life activities. Always let Dispatch know when you will travel with a PCA.

Portable Oxygen Use

CG LINK will permit an individual with a disability to travel with a respirator or portable oxygen supply. Consistent with applicable DOT rules on the transportation of hazardous materials.

Driver Assistance

Drivers are trained and will provide assistance upon the request of passengers, this may include:

- Assisting you to board or exit using the lift or ramp.
- Pushing your wheelchair into or out of a vehicle.
- Drivers are required to secure all mobility devices or walkers within the vehicle.

Drivers are not permitted to carry your packages, to lift or carry small children, to take control of your Service Animal or go beyond the curb when you begin and end your ride.

TRAVEL TRAINING

The City of Casa Grande wants to make your travel experience on CG LINK simple and smooth process. We understand that sometimes using the bus may seem confusing, so we will offer free training for any passenger that needs help to navigate the CG LINK system.

How Does It Work?

Transit staff work one-on-one with passengers and go over everything from planning trips to paying the fare. How and where Travel Training is conducted will depend upon the needs of the individual. To learn more, call Customer Service at (520) 509-6900 or email to cmlink@casagrandeaz.gov.

HOW TO FILE A COMPLAINT OR CONCERN

The City of Casa / Casa Grande LINK Transit Service operates its programs and services without regard to race, color, and national origin in accordance with title VI of the Civil Rights Act. Any person who believes she/he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Casa Grande / Casa Grande Transit Department.

For information on the City of Casa Grande Transit Department's civil rights program and procedures to file a complaint, contact the Transit Manager at 520-509-6903, TDD 520-421- 8604, deborah_brunner@casagrandeaz.gov, 510 E. Florence Blvd, Casa Grande, AZ 85122 or <https://casagrandeaz.gov/343/Casa-Grande-LINK-Transit>.

Any person who believes that he or she has been subjected to discrimination under Title VI or other civil rights statutes may file a complaint with CG LINK. Complaints must be filed within 180 days of the alleged discriminatory act.

Complaints may also be filed directly with the Federal Transit Administration at www.fta.gov; the Arizona Department of Transportation Civil Rights office at addot.gov/business/civil_rights; or Equal Employment Opportunity Commission at www.eeoc.gov. Please review information on the respective agency website for details on filing Title VI complaints.

DEFINITIONS

Americans with Disabilities Act (ADA) Is a federal civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

Be Ready Window Drivers are considered on-time when they arrive 5 minutes before and up to 15 minutes after the scheduled pickup time.

Bus Stop Zones Are designated CG LINK bus stops at frequently used locations.

Cancellation Upon Arrival Occurs when a passenger cancels a trip after the driver arrives. This includes cancelling via phone, web, Rider App or in person.

Demand Response Transit Service Is any service that transports passengers which is not along a fixed route. It is characterized by not operating on a fixed route, a shared ride service, has many origins and many destinations and often a transit mode comprised of small buses, vans or cars operating in response to calls from passengers.

Fares Cash, passes or vouchers purchased from the City of Casa Grande by passengers or agencies to access the CG LINK service.

First-and-Last Mile Provides connection to and from CART bus stops.

Late Cancellation Occurs when a passenger cancels a trip within 60 minutes of the scheduled departure time.

No Show Occurs when a passenger does not present themselves within 3 minutes of the bus arrival.

Service Animal Any guide dog, signal dog or other animal trained to work or perform tasks for an individual with a disability.

Trip A one-way ride with a single origin and single destination.

FAQ's

Q: Do I need to create an account to use the CG LINK service?	A: Yes, to schedule a trip, you need to create an account. You may call the Dispatch Center at 520-509-6900 and a live dispatcher will help you setup your account. Or you may create an account using the Rider App or online at www.CasaGrandeLINK.com .
Q: Where can I travel with CG LINK?	A: Reference the CG LINK service area map button found on the main page of this webpage. The service area is located in southern Casa Grande, a 6 square mile zone, and serves residential areas, schools, stores, medical centers and much more.
Q: What hours does CG LINK operate?	A: CG LINK operates Monday through Saturday, from 7am to 7pm. We are closed on New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.
Q: How do I schedule a ride with CG LINK?	A: You can schedule rides using your smartphone or tablet by downloading the Casa Grande LINK Rider App from the Apple Store or 16 Page Google Play Store. You may contact the Dispatch Center at 520-509-6900. Or you may schedule online at www.CasaGrandeLINK.com .
Q: What are the CG LINK fares:	A: The Regular Fare, for individuals between the ages of 16 to 59, is \$1.50 per one-way trip. The Reduced Fare is \$1.25 per one-way trip. Qualified Reduced Fare passengers are: <ol style="list-style-type: none">1. Seniors aged 60 and older,2. A disabled person of any age,3. A Veteran with a valid ID card, or4. Youth between the ages of 6 to 15. The Discount e-Pass is \$27, a 10% discount, for \$30 in travel value. <ol style="list-style-type: none">1. Regular Fare Passengers: good for 20 one-way trips.2. Reduced Fare Passengers: good for 24 one-way trips.

	Children aged 5 and younger ride free when traveling with a paying adult.
Q: How do I pay my fare?	A: The preferred method is to pay when you schedule your trip using the CG LINK Rider App. Drivers also accept exact cash fares. Exact fare is required, drivers cannot make change. Drivers are not permitted to accept tips or any other forms of gratuities. Instead, our drivers would love to hear, "Thank you!".
Q: Do I need a smartphone and app to book a ride?	A: No, but downloading the CG LINK Rider App is an easy and convenient way to manage your scheduled trips. You can also call the Dispatch Center at 520-509-6900 to schedule, change or cancel rides.
Q: Will CG LINK pick me up at my door?	A: CG LINK is a curb-to-curb service, meaning we will pickup and drop off passengers at the curb in front of a home or other locations. If we cannot safely stop at a curb, then we will use the closest, safest location.
Q: What is the Pickup Window?	A: When you schedule your trip, you will be provided with a pickup window of 20 minutes. This means the vehicle is 'on-time' if it arrives anytime between the scheduled time and up to 20 minutes afterward. An estimated time of arrival text notification will be sent to your smartphone to let you know when the driver is on the way to you. Another text notification will be sent when the driver has arrived. You can track your vehicle's location in real-time from the CG LINK Rider App.
Q: Will the driver make stops along the way?	A: Yes, the driver may pick up and drop off other passengers along the way. Drivers are not authorized to make unscheduled stops. You would be required to book a separate ride to travel to two different locations/destination.
Q: If my trip is booked but I need to make a change before I'm picked up, can I edit my trip?	A: No, you will need to cancel the trip and reschedule your trip with the updated information.
Q: Can I change my destination once I'm in the vehicle?	A: Sorry, you have to complete the trip as scheduled.

<p>Q: What do I do if my driver does not show up at the scheduled time?</p>	<p>A: If your vehicle is going to be late, you will receive a text message with an updated ETA. You can also track the vehicle's location in real-time in the Rider App. You may also contact the Dispatch Center at 520-509-6900.</p>
<p>Q: What if I need to cancel my trip?</p>	<p>A: Trips may be canceled in the Rider App or by calling the Dispatch Center at 520-509-6900. If you cancel within 2 hours of your scheduled trip it will be considered at Late Cancel. Passengers that repeatedly Late Cancel or who are No Show for their scheduled trips may be subject to booking limitations.</p>
<p>Q: What happens if I No Show for a scheduled trip?</p>	<p>A: We understand that sometimes a No Show happens. A phone call into the Dispatch Center would be appreciated. Passengers that repeatedly No Show or Late Cancel their scheduled trips may be subject to booking limitations.</p>
<p>Q: I'm getting a message that my ability to search for trip(s) has been limited to 7 days due to a Late Cancel and/or No Show rate, and I can only schedule 2 open rides after my booking limit is removed. Why?</p>	<p>A: To ensure that all passengers have the same access to schedule their trips, we have adopted this policy. Individuals with excessive Late Cancels and/or No Shows (trips canceled less than 2 hours from the scheduled trip time) will receive booking limitations.</p>
<p>Q: How far in advance can I book a trip?</p>	<p>A: Trips can be scheduled up to 7 days in advance. For example, a trip on a Tuesday may be scheduled as early as the Wednesday before.</p>
<p>Q: How late in the day can I schedule a trip if service closes at 7pm?</p>	<p>A: Your trip must conclude before or by 7pm.</p>
<p>Q: After I schedule my trip, when will I know when my vehicle is on the way?</p>	<p>A: After your trip is finalized in the Rider App, you will be notified by text when the driver is on the way and then when the driver has arrived. When scheduling with the Dispatch Center, the dispatcher will confirm the trip times with you over the phone.</p>
<p>Q: Can I travel with a Service Animal or pet?</p>	<p>A: If you have a disability, you may travel with a trained Service Animal that performs a specific function or functions. You must keep the animal under control, and it must not pose a threat to other passengers. If you travel with a Service Animal, you are responsible for any damage or injury caused by the animal.</p>

	<p>Pets must be secured in an enclosed carrier to board, and you must be able to keep the carrier on your lap or between your feet on the floor.</p> <p>Please indicate you are traveling with a Service Animal or pet when scheduling your trip.</p>
Q: Can I bring food and/or drink into the vehicles?	A: Eating is not allowed inside CG LINK vehicles. Drinks must be in spill-proof containers. Passengers are permitted to drink bottled water or from a spill-proof container. Passengers with special needs are permitted to eat inside the vehicles but must notify the Dispatch Center in advance.
Q: Can I smoke or use an electronic cigarette inside vehicles?	A: Smoking of any kind is prohibited inside all CG LINK vehicles. This includes e-cigarettes, vaporizers, or "smokeless" cigarettes.
Q: Can I use my phone while inside vehicles?	A: Please be considerate of other passengers inside the vehicle and limit phone calls to emergencies only.
Q: Can I travel with a bicycle?	A: Yes, vehicles are equipped with a bike storage rack at the front exterior of the bus. Drivers cannot provide assistance with loading/unloading. Bikes are not permitted inside vehicles.
Q: Can I bring packages/personal items in the vehicle?	A: CG LINK vehicles are shared spaces, and we ask all passengers to limit personal items to 1 piece or up to 3 grocery bags that can fit in the vehicle without obstructing another seat.
Q: Have drivers been background checked?	A: Drivers are employees of RTW Management and contract with the City of Casa Grande. Drivers are subject to an array of background checks, including prior employment, criminal record, and driving record. They must also pass a physical health screen and a drug/alcohol screen.
Q: Are cameras used in vehicles?	Yes, CG LINK vehicles are equipped with "Samsara," a dashboard camera system that records video and audio footage during your trip. It is used to analyze the vehicles' movements and evaluate drivers' performance relative to road conditions. The data is used to improve driver feedback and training, as well as incident

	documentation that helps to resolve customer disputes and offer proof of service delivery.
Q: Are CG LINK vehicles accessible?	A: Yes, the vehicles are ADA accessible.
Q: Are there any No Show or cancellation fees?	A: When you schedule a trip with CG LINK, you are making a commitment to the system and the driver, and a schedule is created to accommodate your trip. If you are not able to take the ride, please cancel your ride as soon as possible. Last minute No Shows and Late Cancellations will not receive a refund, and excessive Late Cancels or No Shows can result in limitations being placed on your ability to schedule trips in advance or a suspension of your account.
Q: How do I qualify for a Reduced Fare?	A: The Reduced Fare of \$1.25 per one-way trip is based upon the following eligibility: <ul style="list-style-type: none"> • A Senior age 60 and older, • A disabled person of any age, • A Veteran with a valid ID card or Arizona Veteran designee, or • A Youth between the ages of 6 to 15. A CG LINK driver can provide you with the CG LINK Reduced Fare Application or contact the Dispatch Center to request the application by phone. Submit a completed application by giving it to any CG LINK driver or mail it to: Transit Department City of Casa Grande 510 E. Florence Blvd Casa Grande, AZ 85122

Thank you for Riding with CG LINK!