

**Specialized Medical  
Transportation**

**Welcome To  
CTN  
A Rider's Guide**



**Serving Fort Wayne and  
Allen County**

2701 S. Coliseum Blvd.  
Suite 1315  
Fort Wayne, IN 46803  
4ctn.org

**260-420-3280**

**Welcome Aboard!**

**Welcome** to the **Community Transportation Network, Inc. (CTN)**. We look forward to serving you with dependable and courteous transportation to your medical appointments. Medical care is very important to your well-being, and transportation is the greatest barrier. Concerned members of our community have come together to support **CTN** in its mission to provide door-through-door, arm-in-arm, hand-to-hand personal assistance to medical appointments.

It is the mission of **CTN** to provide dependable and efficient transportation so no one is left behind.

**CTN** provides transportation for eligible clients with a fleet of full-sized and para-transit, wheelchair lift equipped vans to locations anywhere in Allen County, IN.

**Anyone** who is age 60 and over or those with special needs that require special assistance when they travel may schedule a ride.



**Transportation** service is available Monday through Friday, 7:30 am until 6:00 pm; and on Saturday, 8:30 am until 5:30 pm.

**CTN** is closed on:

- **New Year's Day**
- **Memorial Day**
- **Fourth of July**
- **Labor Day**
- **Thanksgiving**
- **Christmas**

**Important:**  
*CTN is not for emergencies. For life-threatening emergencies, ALWAYS CALL 911.*



# Let's Work Together To Make This Work!

To schedule a ride, **Call 420-3280**, or for the hearing impaired, 800-743-3333, between 8:00 a.m. and 5:30 p.m. Registered clients may also request a trip at [www.4ctn.org](http://www.4ctn.org).

### **When you call, please provide:**

- Your name, address and phone
- Date and time of appointment
- Name and address of appointment
- How long the appointment will last

To assure you don't have a long wait at your appointment, **CTN** schedules the return trip along with the inbound. That's why we ask you for an estimated length of your appointment.

Reservations are taken on a first come, first served basis. Call to schedule transportation as soon as you know of your appointment. Our lightest schedule is midday. Medical appointments scheduled between 11:00 am and 2:00 pm have the greatest chance for availability. When arrangements have been made, a **CTN** representative will call you back to confirm the details and times.

**CTN is not-for-profit** and is funded by fares, grants, and donations. **CTN** keeps your cost as low as possible. We are a Medicaid approved provider.

### **The costs to ride are:**

#### **Private Pay Medical Trip**

|                           |         |
|---------------------------|---------|
| One Way <\$5000/mo income | \$10.00 |
| One Way >\$5000/mo income | \$20.00 |

#### **Medicaid Approved Medical Trip**

|                          |         |
|--------------------------|---------|
| One Way Ambulatory       | \$ 0.50 |
| One Way using Wheelchair | \$ 1.00 |

#### **Dialysis Three Days Per Week**

|         |         |
|---------|---------|
| One Way | \$ 6.00 |
|---------|---------|

**Please have** the exact fare ready for your driver. You may pay the first driver for the entire round trip. Dialysis clients who travel 3 days per week may pay monthly. Call the office to make arrangements. Attendants ride free and we are happy to accommodate service dogs, just tell us at the time of scheduling. Drivers cannot accept tips but would gladly accept ANY additional donation you can make toward this service. **CTN** reserves the right to adjust fares as needed and will notify clients of any changes.

**CTN and You** work together to keep transportation service safe and affordable for all of us.



### **CTN will...**

- provide door-through-door, arm-in-arm, hand-to-hand personal assistance. However, drivers cannot assist clients traveling in a wheelchair up or down steps.
- treat clients with courtesy, follow all safety procedures, and provide timely and dependable service.
- strive to keep clients' rides to no more than one hour when possible.
- call the client's home approximately ten minutes prior to arriving at the home.

### **Our clients know that...**

- rides can be shared and both portions of the trip are scheduled.
- they must be ready to travel one hour prior to their appointment time.
- **CTN** cannot respond to last minute requests like a taxi service.
- upon arrival of the van, the driver can wait no longer than five minutes.

- riders traveling in wheelchairs must have and fasten a working seat belt on the chair, and have accommodations at the home.
- eating, drinking and smoking, abuse of riders or drivers, and riding under the influence of alcohol or drugs are prohibited in **CTN** vans.

**Cancellation policy:** To help as many clients as possible, **CTN** must not waste any resources. Clients cancelling a trip must call the day prior to their appointment. Cancelling a ride at the door or without proper notice is considered a No Show. Habitual No Shows may result in suspension of service.

**Grievance policy:** Customer satisfaction is top priority for **CTN**. However, differences of opinion may arise at times, and it is desirable that these be resolved without prejudice to any interested party.

If you have a compliment, suggestion, or would like to file a complaint regarding any aspect of **CTN** transit service, call 260-420-3280 or write to the Executive Director at 2701 S. Coliseum Blvd., Suite 1315, Fort Wayne, IN 46803. All complaints will be investigated and a response will be sent within seven days of receipt.