

PEOPLE'S *transit*

» PASSENGER HANDBOOK «

“PUTTING PRIDE IN MOTION”



United
Way



PEOPLE'S TRANSIT IS A
UNITED WAY RECIPIENT.
THANK YOU UNITED WAY

PEOPLE'S *transit*

THANK YOU

Thank you for your interest in using People's Transit. We are a demand response public transit service. Our number one goal is to provide safe & reliable door-to-door service to all of our passengers.

People's Transit does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of our activities or operations.

This booklet will provide all passengers a detailed description of the services we offer, the policies we operate under, and your rights & responsibilities as a passenger to our service.



LIKE US ON FACEBOOK

Stay up to date with all our changes, cancellations and updates!

MISSION STATEMENT

“PUTTING PRIDE IN MOTION”

Our mission is to provide needed transportation to elderly, disabled, and general public. To promote a coordinated approach in providing public transportation services to individual consumers, non-profit social service agencies, schools, and civic organizations. Lastly, to participate in public transportation planning & encourage the further development of public transportation in South Dakota.

IMPORTANT INFORMATION

Office Hours: 8AM to 5PM Monday – Friday

Office Number: 605-353-0100

Fax Number: 605-353-0102

Bus Hours of Operation: 6AM to 6PM - Monday – Friday
(last pick up is 5:30pm)

***Extended Hours:** 6AM to 8PM - Tuesdays
(last pick up is 7:30pm)

***After Hours Phone Number:** 605-354-3443
(This number is only on during bus operating hours.)

Address: 120 Wyoming Ave SW | Huron , SD 57350

Website: www.peoplestransithuron.com

Facebook: www.facebook.com/peoples.transit

RATES & FARES

Passengers may pay with cash or check with any of our drivers. You may also purchase one-way ride tokens in bags of 10. Drivers do not carry change so we ask that exact change be given at the time of your ride. Passengers may also come into the office or pay over the phone.

ONE-WAY FARE PRICES:

Children (Up to-3) <i>*with paying adult</i>	FREE
Youth (3 to 18 years of age)	\$2.50
General Public (18-59)	\$3.50
Seniors (60+) <i>*suggested donation</i>	\$2.50
Outside City Limits (3 Miles Max)	\$4.50
Personal Care Attendant	FREE

**People's Transit's actual cost per ride is considerably higher than our fare structure. We are able to lower the passenger cost because of donations, Federal & State funding, and local support.*

PERSONAL CARE ATTENDANTS/ESCORTS

ONE escort/(PCA) can ride free of charge but must be picked up and dropped off at the same time & location. Additional riders will need to pay the required posted fare.

SAME DAY FARE

If your ride is not pre-scheduled, fares are doubled for the first destination on your trip.



HOW TO SCHEDULE A RIDE

Ride reservations can be made 24 hours in advance with our dispatchers by calling our office and/or leaving a voicemail. When scheduling a ride, please provide your first & last name, where you are going and the time you need to be to your destination.

Passengers must be ready 15 minutes prior to scheduled pick up time and wait for up to 15 minutes after pick-up time. People's Transit operates with a 30 minute window. This allows our drivers to have enough time to pick up other passengers and still allow everyone to be on-time to their destinations.

For Example: If your appointment is at 11:00am we will schedule a 10:30am pick-up time. This means your bus could be there between 10:15am to 10:45am.

Once the bus arrives, the driver will wait 5 minutes for a passenger. After waiting 5 minutes the trip will be counted as a "no-show" and the bus will proceed to the next destination.

If the bus has to go back for a passenger after they have been marked as a no-show, a same day fare will apply.

**If you decide you do not need your scheduled ride, please call one hour in advance to cancel. Failure to do so can and may result in a no-show. Please know that if repeated unpaid 'no-shows' occur, refusal of service may apply until paid.*



BUS RULES & OTHER IMPORTANT INFO

- Please offer the seats closest to the door to elderly & those who have a more difficult time moving about.
- Please wait for the bus to come to a complete stop before getting out of your seat.
- No eating, alcohol, drinking, smoking, vaping, or any other tobacco products are allowed.

WHY SERVICE MAY BE DENIED:

- Intoxication
- Belligerency
- Offensive personal hygiene
- Any other reason that might harm or make it unsafe for the passenger, driver, or vehicles.
- No shirt, No shoes, No service.
- Excessive No-Shows.

If you feel we have been unfair in this area, please call the office at 605-353-0100 or visit the office at 120 Wyoming Ave SW. You may also submit a response on our website under the "Contact" tab.

PASSENGER SAFETY

We ensure passenger safety by abiding by the following policies & procedures:

- Wait for the bus to come to a complete stop before entering or exiting the bus.
- Wear your seat belt at all times.
- Mobility devices should have fully functional brakes which must be in the locked position when passenger is using the lift.
- All wheelchairs should have handgrips in good condition for passenger safety.

Passengers may be refused for service for disruptive behavior, public health threats, intoxication, offensive personal hygiene, refusal to comply with policies or any other reason deemed unsafe for the passengers, the driver, or the vehicles.

WHEELCHAIRS

Bus operators with lift-equipped buses must pick up all disabled persons in either wheelchairs or motorized scooters. The only exception is if the wheelchair or scooter will not fit safely on the wheelchair lift. In all cases, the weight of the passenger plus the wheelchair or scooter must not exceed 600 or 800 pounds depending on the rating for the lift in use. The 403 lift must be classified by the National Highway Traffic Safety Administration (NHTSA) as a Public Use Lift with a continuous lifting capacity of 800 pounds. Starting April 1, all domestic lifts produced by Braun—both public use and private use—will be FMVSS 403-compliant models.

Source:

<http://www.braunlift.com/productinfo/rooft/prodmanuals/CommUpdates/commup-2-05.pdf>

If a passenger and wheelchair exceed the 800 lb limit, we will dispatch an ADA van that will meet the weight limit for the passenger.



PORTABLE OXYGEN USE

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

MEDICAID RECIPIENTS

People's Transit is a non-emergency medical transportation provider. If you or a loved one have Medicaid please provide dispatch with the Medicaid number for verification to see if transportation is covered. Transportation not covered by Medicaid is your responsibility.



GENERAL PROVISIONS

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. The Federal Transit Administration works to ensure nondiscriminatory transportation in support of our mission to enhance the social and economic quality of life for all Americans. The FTA Office of Civil Rights is responsible for monitoring FTA recipients' Title VI programs and ensuring their compliance with Title VI requirements.

HOLIDAY HOURS

Certain Holidays may disrupt or limit bus services. Service hours & holiday schedule are subject to change. Updates will be posted on our voicemail, Facebook page, and website.

New Years Day	Labor Day
Presidents Day	Thanksgiving
Memorial Day	Thanksgiving Friday
Independence Day	Christmas Day

PACKAGES & BAGGAGE

Baggage or packages, which because of their size or number, would restrict free movement of passengers, or are dangerous or offensive to other passengers, are not permitted in the buses. Any package or baggage that is permitted in the bus must be placed where it will not interfere with the operation of the vehicle or with any other passengers.

Shopping bags cannot take up more than one extra seat on the bus. Drivers can help you with shopping bags by making **ONE** trip to the door. They are not permitted inside any house or apartment building. If you cannot carry larger items yourself, they cannot be transported.

All items must be properly stowed and not obstruct the aisles before the bus is in motion. Grocery carts and baby strollers must be the type that can be folded up. Bus operators will not be responsible for any article left on the bus except to see that the proper rules are observed regarding the handling of lost articles.

NO ONE will be permitted to board a bus with gasoline, a gasoline container, an auto battery, fireworks or any flammable material.

INCLEMENT WEATHER

The administrative decision to operate shall be based on National Weather Service and police reports.

Local radio KIJV 1340, KOKK 1210, TV stations, and our Facebook page will announce closings.

Steps, sidewalks & driveways must be cleared from snow and ice or service may be refused if it poses a safety hazard to the passenger or the driver. Drivers will not shovel snow for passengers to get to the bus.

DOOR TO DOOR SERVICE

Our drivers go to the door upon pick-up & drop-off as an added customer service to our passengers. They are not permitted to enter any persons home for any reason. When picking up or dropping off passengers from a business, medical facility, or public building, drivers will not go past the lobby area.

Drivers are not permitted to enter any apartment building to look for passengers. If you live in an apartment, please wait & watch for your bus in the lobby or outside your building.

OUT OF TOWN SERVICE

If you are needing a ride to a neighboring city for appointments we can help get you there! You are encouraged to call and schedule your ride at least 72 hours prior to your out of town appointment. The appointments must be made between the hours of 9am- 2pm Monday through Friday. Departure time depends on who has the earliest appointment time.

If your appointment gets cancelled, or if it gets rescheduled please notify our dispatch. Out of town no-shows are \$10 and must be paid before next ride can be given. Please see our brochure, website or call our dispatchers for rates.



TRANSPORTATION FOR AGES 3-18

People's Transit will transport your child to and from preschool, school and after school activities, daycare, or extra-curricular activities. Only a parent or guardian can make scheduling arrangements.

If you plan on your child, (ages 3 to 18) riding the bus without an adult, a rider registration form must be on file at the People's Transit office. A new youth rider registration form must be completed in August prior to the beginning of school. A separate youth rider registration form must to be completed for after school activities. You can find our rider registration form on our website.

We ask that you visit with your children about our basic bus riding rules:

- Remain seated at all times.
- Wear a seat belt.
- Use inside voices.
- Have your tokens ready for the bus driver upon pick up.
- **NO** eating on the bus!
- **NO BULLYING!**

CIVIL RIGHTS/TITLE VI

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. The Federal Transit Administration works to ensure nondiscriminatory transportation in support of our mission to enhance the social and economic quality of life for all Americans. The FTA Office of Civil Rights is responsible for monitoring FTA recipients' Title VI programs and ensuring their compliance with Title VI requirements.

You can find all necessary forms on our website.



JEFFERSON LINES

People's Transit coordinates with Jefferson Lines to provide transportation across the USA.

TICKETS CAN BE PURCHASED AT :

People's Transit
120 Wyoming Ave. SW
Huron, SD. 57350

For more information regarding travel you can call
The National Number:

1-800-451-5333

Or the local Numbers during Office Hours:

605-352-8885 or 605-353-0100

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1-800-531-5332

- Tickets can be purchased in our office.
- Tickets must be purchased one hour before departure time.
- Bus leaves **PROMPTLY** at 12:00 PM and 5:00 PM.
- Riders are allowed one carry-on bag without taking room on another seat.
- Riders are allowed one 50 lb. luggage. Fees apply to additional checked luggage.
- Payments methods accepted by Jefferson Lines is cash or credit cards. **NO CHECKS.**