

# PEOPLE'S *transit*

» PASSENGER HANDBOOK «

*“PUTTING PRIDE IN MOTION”*



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, affordable, and reliable door-to-door service to all our passengers.

People's Transit does not discriminate based on 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 with a detailed description of the services we offer, the policies we operate under, and your rights and responsibilities as a passenger to our service.



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

## ***MISSION STATEMENT***

### **“PUTTING PRIDE IN MOTION”**

Our mission is to provide needed transportation to elderly, disabled, children, 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; and to participate in public transportation planning and encourage the further development of public transportation in South Dakota.

## ***IMPORTANT INFORMATION***

**Office Hours:** 8:00 AM to 5:00 PM Monday – Friday

**Office Number:** 605-353-0100

**Fax Number:** 605-353-0102

**Hours of Operation:** 6:00 AM to 6:00 PM - Monday – Friday  
**Last pick up is 5:30 PM**

**Address:** 120 Wyoming Avenue SW  
Huron , SD 57350

**Website:** <http://www.peopelstransithuron.com>

**Facebook:** [www.facebook.com/peoples.transit](http://www.facebook.com/peoples.transit)

**IMPORTANT**

## **RATES & FARES**

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

### **ONE-WAY FARE PRICES:**

Children (Up to 3) <i>*with paying adult</i>	No Charge
Youth (3 to 18 years of age)	\$2.50
General Public (18 to 59)	\$3.50
Seniors (60+) <i>*suggested donation</i>	\$2.50
Outside City Limits (3 Miles Max)	\$4.50
Personal Care Attendant	No Charge

## **PERSONAL CARE ATTENDANTS/ESCORTS**

**ONE** PCA/escort can ride free of charge but must be picked up from the same location and returned to the same location as the passenger. Additional riders will need to pay the required fare. Our drivers are unable to assist passengers with transfers, stairs, etc.

## **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 and 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 allows everyone to be on time to their destinations.

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

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 you will be responsible for payment.

***If the bus must go back for a passenger after it has 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 seats closest to the door to the elderly and 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 or drinking on the bus
- No alcohol, 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.

If you feel we have been discriminated against by the transit service, please call the office at 605-353-0100 or visit the office at 120 Wyoming Avenue 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 and procedures:

- Wait for the bus to come to a complete stop before entering or exiting the bus.
- Always wear your seat belt.
- Mobility devices should have fully functional brakes which must be in the locked position when a passenger is using the lift.

## 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 (NEMT) provider. If you or a loved one has Medicaid, please provide dispatch with the Medicaid number for verification 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 and 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***

Any packages or baggage that are permitted on the bus must be placed where it will not interfere with the operation of the vehicle or with any other passengers.

Drivers can help you with shopping bags by making **ONE** trip to the door. Drivers are not permitted inside any house or apartment building. We do not transport furniture or larger items.

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 the National Weather Service and police reports.

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

Steps, sidewalks, and driveways must be cleared of 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 and drop-off as an added customer service to our passengers. They are not permitted to enter any person's 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, and watch for your bus in the lobby or outside your building.



## ***OUT OF TOWN SERVICE***

If you need a ride to a neighboring city for appointments, we can help get you there! We provide Non-Emergency Medical Transportation (NEMT) to any location in South Dakota. You are encouraged to call and schedule your ride at least 72 hours prior to your out-of-town appointment. Please make your appointments between the hours of 9:00 AM - 2:00 PM Monday through Friday.

If your appointment is cancelled, or is rescheduled, please notify dispatch. Out-of-town no-shows are charged to the passenger at regular out-of-town rates and must be paid before the next ride will 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 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 prior to the beginning of each school year and at the beginning of each summer. You can find our rider registration form on our website.

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

- Always remain seated.
- Wear a seat belt.
- Use inside voices.
- Have your tokens ready for the bus driver.
- **NO** eating or drinking on the bus!
- **NO BULLYING!**

## *CIVIL RIGHTS/TITLE VI*

Title VI of the Civil Rights Act of 1964 is a federal law that 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 the 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:

**605-353-0100**

Si Habla Espanol

**1-800-531-5332**

- Tickets may be purchased in our office or by phone.
- Jefferson Lines Service is **Tuesday** and **Friday** only.
- The bus leaves **PROMPTLY** at 12:15 PM and 4:15 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.
- Payment methods accepted by Jefferson Lines are cash or credit cards. **NO CHECKS.**