ABERDEEN RIDE LINE

Public Transportation

PASSENGER HANDBOOK

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Transit System Sponsored by the City of Aberdeen

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INTENT OF PASSENGER HANDBOOK

Aberdeen Ride Line is pleased to serve the City of Aberdeen and the surrounding trade area with public transit demand response service. This service has a set of policies that passengers must follow.

This booklet provides the policies pertaining to passenger responsibilities for our demand response service. Please note that the policies are not new ones, however for future reference these will serve as a guide in making decisions that affect passenger responsibility.

It is for the benefit of all passengers and the long-term survival of the Transit system itself that the policies regarding passenger responsibility are adhered to. The policies in this booklet are simple to follow, and also critical to the efficiency and effectiveness of our system.

All passenger policies will be enforced in a consistent, fair manner. If you feel you have been dealt with unfairly, an appeals process and telephone comment number is also included in this booklet.

SERVICE HOURS

Hours of service for Aberdeen Ride Line's demand response service are:
Monday through Friday 7:15AM – 6:30PM

Hours of service for scheduling rides are:
Monday through Friday 7:00AM-4:00PM

Special Occasions may be requested to include nights and weekends
For these requests, please call the Aberdeen Ride Line office at: 626-3333.

No service will be provided on the following holidays:
New Years Day
Martin Luther King Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Native American Day
Veterans Day
Thanksgiving Day
Christmas Day

SCHEDULING RIDES

All rides must be scheduled at least one day in advance. Rides may be requested by calling 626-3333 between 7AM - 4:00 PM. No request for same day service or same day modifications to destinations for previously scheduled rides will be accepted so that we are not in direct competition with the taxi for same day service.

Passengers may request a one way ride or a ride with a return trip. When scheduling a ride with a return trip, give our dispatchers the information for the initial ride and let them know that you will require a return trip (see "**Return Trips**" on page #5 for more information). Ride Line limits the amount of trips a passenger can take per day. Contact our office at 626-3333 if you need more information about this.

Riders who require a regular service (work, therapy, school, etc.) may schedule up to 30 days in advance.

CANCELING RIDES

Passengers must call the office at least one (1) hour prior to the scheduled pick-up time. If passengers do not call at least one (1) hour in advance they will be charged full fare as explained in the "**No-Show**" policy on page #6.

ARRIVAL TIMES

TWENTY MINUTE WINDOW

We make every effort to arrive as close to the scheduled pick-up time as possible. Due to the nature of service, arrival times will vary. A twenty (20) minute window has been established for everyone's benefit. If the bus arrives early, please be waiting and ready to leave so we can keep on schedule for all of our passengers.

All passengers should anticipate arrival up to ten (10) minutes before or ten (10) minutes after their scheduled arrival time.

> *Example: If you schedule a 9:00 am pick-up, the bus may arrive as early as 8:50 or as late as 9:10. Be prepared to leave anytime within this twenty (20) minute window.*

FIVE MINUTE RULE

If the driver arrives at or after the scheduled pick-up time, they will wait for passengers for five (5) minutes before leaving without the passenger and listing the passenger as a "No-Show" (*see page #6, "**No-Show**" policy for more information).* If the driver is early to the pick-up, they will wait for five (5) minutes beyond the scheduled pick-up time before leaving without the passenger and listing the passenger as a "No-Show".

> *Example: If the passenger's scheduled pick-up time is 11:15 and the bus arrives at 11:05, they will wait until 11:20 before leaving without the passenger. If the bus arrives at 11:18, they will wait until 11:23 before leaving without the passenger.*

We have this five (5) minute rule to keep our buses on schedule and to get our riders to their destinations on time, please help everybody and be ready to go when our buses arrive.

RETURN TRIPS

We request that our passengers do not schedule a time for a return ride, but rather call when they are ready to be picked up and we will send a bus out for you as soon as possible. The exception to this rule is if your return ride will be after 5pm. We do not have staff available after 5pm to dispatch your request, so we ask that passengers schedule return rides if they will be after 5pm.

We make every effort to pick our return ride passengers up in a timely manner. If a passenger has called for a return ride and the bus does not arrive within fifteen (15) minutes, we ask that the passenger calls our office at 626-3333 for information on the return ride.

If a passenger has scheduled a ride and a return trip and is listed as a "No-Show" (*see page #6 for "**No-Show**" policy*) for the first ride, the return trip will still be allowed as long as the passenger calls our office to make our dispatchers aware that the return trip is still required and the passenger follows the rules listed above.

SPECIAL SERVICES OFFERED

Ride Line vehicles are equipped with wheelchair lifts for the physically challenged persons. If the rider is unable to complete travel by themselves an escort will be required to assist the rider. There will not be a rider fare for an escort who assists a passenger.

If a passenger is unable to board the bus because of the steps, the passenger may use the wheelchair lift to board the bus at their own risk.

RIDE LINE VEHICLE BACKING POLICY

Ride Line drivers have been instructed to avoid backing up the buses. We are trying to avoid possible accident situations due to the length and size of these vehicles. Due to this policy, drivers will not pull in residential driveways or travel down narrow alleys to pick up passengers.

APPEALS PROCESS

If any passenger is in disagreement with any penalty resulting from the enforcement of these policies, a written request for appeal may be submitted to:

Aberdeen Ride Line
205 N 4h Street
Aberdeen, SD 57401

Appeals may be in writing or presented in person. If you prefer a hearing, please indicate this in your request for appeal. Also indicate if special accommodations or requirements will be needed.

Ride Line will continue providing service during an appeals process.
Any questions concerning this process, please call 626-3333.

CURB-TO-CURB SERVICE

We provide a demand response service; the following policy will explain the meaning and intent of curb-to-curb service:

PRIVATE HOMES

Our drivers are instructed not to enter private homes for any reason. If requested and if time permits, they may assist passengers to and from the vehicle, but will not assist passengers up or down any steps. To help us keep our scheduled rides on time, we encourage you to bring an escort if you need additional service. Your escort will not be charged for a ride if our drivers are informed that the person with you is for your assistance.

BUSINESS / MEDICAL FACILITIES / PUBLIC BUILDINGS

If requested and if time permits, drivers may assist passengers to and from the door. Drivers have limited time schedules so requesting additional help only hinders the time schedule that we have for other passengers. We encourage all riders to use escorts whenever possible.

Driver's schedules do not allow time for them to enter buildings looking for passengers who have scheduled a ride. The "No Show" policy listed on page #6 will be applied if passengers are not waiting or watching for the bus.

ASSISTING PASSENGERS WITH STEPS

Ride Line drivers are not allowed to assist any passengers up or down any steps, including passengers in wheelchairs. We encourage all riders to use escorts whenever possible.

Under no circumstances will a driver be allowed to assist a passenger up or down steps. If such a condition exists passengers are responsible for arranging assistance from someone other than the Ride Line driver.

NO SHOW POLICY

Passengers must follow the rules listed on page #4, "Arrival Times", if a passenger does not adhere to these rules, they will be listed as a "No-Show" and the driver will continue with the remainder of their scheduled route. Drivers are not instructed to return at a later time for any passenger who has been listed as a "No-Show". If you anticipate being late for your scheduled ride call us at 626-3333, to see if we may be able to accommodate you at a later time.

NO - SHOW PENALTIES

First offense - passenger will have this offense listed on the "No-Show register"

Second offense - passenger will also have this offense listed on the "No-Show register"

Third offense - passenger will also have this offense listed on the "No-Show register" and a letter will be sent detailing steps to remedy the "No-Shows". If the "No-Shows" continue to happen, further action may be taken by the staff at Ride Line, such as; not allowing the individual to use Ride Line for a set period of time. (Passengers must also pay for all "No-Shows")

FARES

Each passenger is required to pay $2.00 for each one-way destination. Payment is required for all missed rides defined as a "No-Show" on page #6. If any riders are unable to pay the required fee, arrangements for bus fare can be made at the Ride Line office by calling 626-3333. A committee will review any discounted requests, any individual who requests assistance will need to supply our office staff with our requested financial information.

20 ride punch tickets can be purchased from the driver or though the office.

After hour tickets to ride the Taxi can be purchased through the Ride line office located at: 205 N 4th Street, or by phone at: 626-3333. After hour Taxi tickets are $2.25 each and a maximum of ten (10) can be purchased each month.

REFUSAL OF SERVICE

Aberdeen Ride Line reserves the right to refuse service to any passenger who:

- Is intoxicated.
- Is belligerent or rude.
- Poses a safety or health threat to themselves or others.
- Has unreasonable personal hygiene.
- Has a pet or pets that are not in pet carriers designed and sold at a retail store as pet carriers.

SEAT BELT/RIDING POLICY

- All passengers of Aberdeen Ride Line are required to wear a seat belt. Passengers who refuse to wear a seat belt may be denied service.
- Wait for the bus to come to a complete stop before leaving your seat and before boarding the bus. Be prepared for sudden stops while riding.
- Passengers must remain seated at all times while the bus is in motion or if the driver directs the passenger to "sit down".
- If a passenger's wheelchair has a secure seat belt, Ride Line drivers may request to add additional security devices for the safety of the rider and other passengers on the bus.

ESCORTS/GUESTS

Personal care attendants/escorts are persons who are directly involved in the mobility assistance of their attendee and will be allowed to ride free of charge. Any other person riding with the passenger will be considered a guest and will be required to pay for their fare.

WEATHER

WEATHER RELATED ACCESS TO PRIVATE HOMES

Passengers are responsible for snow removal to make their homes accessible to Ride Line drivers. Drivers are not allowed to assist passengers through snow and ice. If a passenger requiring assistance from the driver schedules service and a path has not been cleared to their home, the trip will be considered a "No-Show" and that policy will apply.

Ride Line staff will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist that make travel unsafe, Ride Line reserves the right to discontinue services until conditions are favorable. If service is temporarily discontinued, all rides, regardless of trip purpose will be cancelled. Our dispatchers will contact all passengers if rides are cancelled.

WINTER RIDING TIPS

- Keep abreast of weather conditions, which may affect services.
- If streets are icy, allow additional travel time.
- Avoid delay by having the correct fare and by being on time.
- Prior to entering the bus, clean footwear of snow and slush so it doesn't gather on our steps or on the floor of the bus, potentially posing a hazard to yourself or others.
- At all times, watch your step, wear your seat belt, and wear appropriate winter clothing.

SEVERE WEATHER PASSENGER GUIDE

Severe snow and rainstorms may affect Ride Line bus service. The following service reductions may occur at any time hazardous road conditions exist:

- Time pick- up intervals may increase.
- Some pick-ups may be cancelled.
- Bus services on less traveled streets - especially those not plowed or sanded may be cancelled.
- Absolutely NO alley travel will be allowed.
- In cases of severe weather changes, all passengers will be taken home immediately.

Monitor local radio stations for reports and information regarding bus service and weather related cancellations.

PROPER AND ADEQUATE CLOTHING

Passengers and care providers are responsible for ensuring that passengers are properly dressed for their ride. Drivers will not assist passengers with their clothing. This includes proper coats, hats, gloves and footwear.