



North Platte Public Transit

Passenger Handbook





NORTH PLATTE PUBLIC TRANSIT MISSION STATEMENT

It is the mission of North Platte Public Transit to provide safe, efficient, affordable public transportation to area residents that live inside city limits, outside city limits up to a 20 mile radius and out of service rides (outside of the 20 mile radius), in accordance with Local, State, and Federal Guidelines.

It is the duty of all staff and passengers of North Platte Public Transit to provide safe transportation for the general public.

It is the responsibility of North Platte Public Transit to provide services economically, and in accordance with, sound management practices and procedures.

GOALS OF PASSENGER HANDBOOK

North Platte Public Transit is a transportation provider for the City of North Platte. This service has a set of policies and procedures that passengers are required to follow. It is to the benefit of all passengers that all policies and procedures outlined in this handbook are followed.

All policies will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing an appeals complaint with **North Platte Public Transit** as outlined on pages 7 & 8.

NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE

The North Platte Public Transit complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws. North Platte Public Transit serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. North Platte Public Transit shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by North Platte Public Transit solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Title VI complaints of alleged discrimination and inquiries regarding the nondiscrimination policies of North Platte Public Transit may be directed to **Marilee Hyde, Transit Superintendent**. Complaint

forms are available at **1520 North Jeffers, North Platte, Ne. 69101** and the website: www.ci.north-platte.ne.us.

DESCRIPTION OF SERVICE

The North Platte Public Transit provides transportation service to all passengers in the City of North Platte. The North Platte Public Transit is a demand-response bus system. The bus system is sponsored by the City of North Platte, available to everyone in North Platte and anyone within a 20 mile radius of North Platte.

Office Hours

North Platte Public Transit office hours are Monday thru Thursday, 8:00 a.m.-1:00 p.m. Closed on Friday, Saturday, and Sunday's, at 1520 North Jeffers, North Platte, Nebraska 69101.

Public transportation services are not provided on the following holidays:

New Year's Day	January 1st
Martin Luther King, Jr. Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Veteran's Day	November 11 th
Thanksgiving	Fourth Thursday in November
Day after Thanksgiving	Day after Thanksgiving
Christmas	December 25th

NORTH PLATTE PUBLIC TRANSIT BUS HOURS OF OPERATION

North Platte Public Transit operates Monday thru Friday 6:00 a.m.-6:00 p.m. and Saturday 7:00 a.m.-5:00 p.m. Closed Sunday.

FEE SCALE

The fee for riding the bus when scheduling a ride by 1:00 p.m. the day before is \$2.00. The fee for calling on the same day for a ride will be \$4.00 for the initial ride and \$2.00 for the rides thereafter unless you return home. If you call again for a ride from home it will be considered a same day ride.

No same day rides will be accepted after 1:00 p.m. Riders who require regular transportation service (work, therapy, school, etc.) may schedule up to 30 days in advance and set up a standing

appointment. **Rides outside of city limits up to a 20 mile radius are \$5.00 per ride And need to be scheduled the day before.** Out of service rides (**outside of the 20 mile radius**) are an additional \$5.00 for each ride (**a total of \$10.00 per ride**) upon approval. Payment is required at the time of service. Payment methods are cash, which must be correct change, checks & bank cards. The bus drivers are not required to have change and are not authorized to give refunds. Checks for the correct amount only and no less than \$20.00 are accepted. Punch cards may be purchased from each driver or in the office.

SERVICE TYPES

North Platte Public Transit is a Demand Response Door to Door Service. Bus Drivers will pick you up directly at your home but will not enter private homes for any reason. Bus Drivers may assist passengers from their door to the bus and back to their door.

SCHEDULING RIDES

Contact North Platte Public Transit at 308-532-1370 to schedule your ride. The scheduler may require the following information:

1. Passenger Name
2. Address
3. Phone Number
4. Destination Name & Address
5. Expected Arrival Time

DOOR TO DOOR SERVICE

North Platte Public Transit provides door to door service only. The following policies further define this service:

1. Private Homes:

- Passengers must enter and depart the transit vehicle at the designated pick-up and drop-off points.
- Drivers will not enter private homes for any reason.
- Drivers may assist passengers to and from the vehicle only.
- Drivers are not permitted to lift passengers.
- Drivers are not permitted to maneuver a mobility device up or down stairs.

2. Business/Medical Facilities/Public Buildings:

- Drivers may assist passengers into and from the inside door. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers will not assist passengers further into the building.
- When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will not go past this point.
- It is the individual's personal care attendants' responsibility to ensure that passengers are waiting inside the door for their ride.
- Drivers will not enter nursing homes, medical facilities, shopping centers or businesses to locate passengers. Passengers must be ready at the designated pickup point at least 45 minutes before their scheduled pick-up time or the no-show policy will apply.

CANCELLATION POLICY AND NO SHOWS

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by contacting the transit office at 308-532-1370 Monday thru Friday 6:00 a.m.- 6:00 p.m and Saturday 7:00 a.m.-5:00 p.m.

Cancellations should be made 24 hours in advance or as early as possible. Cancellations will be accepted up to one hour prior to scheduled pick-up times without penalty. Any cancellation received later than one hour prior to the scheduled pick-up will be considered a late cancellation and will be considered a no show.

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the North Platte Public Transit at least one hour prior to scheduled pick-up time. Upon arrival at the scheduled pick-up point, the transit driver will wait for the passenger for three minutes. After three minutes, the driver will continue on his/her route and the ride will be marked as a no show.

PASSENGER READINESS

We ask that you start watching for the bus 45 minutes before your scheduled appointment time. For example: If you have a 10:00 a.m. appointment, start watching for the bus at 9:15 a.m. and are ready to board the bus as soon as it arrives.

TRANSPORTING SERVICE ANIMALS & ACCOMODATION OF OTHER ANIMALS

North Platte Public Transit allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. ADA's revised regulations define a "service animal" as a dog that is individually trained to do work or perform tasks for an individual with a disability.

The task(s) performed by the service animal must be directly related to the person's disability. Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal.

For more information about the rules and regulations regarding service animals, go to ADA's website: www.fta.dot.gov/ada.

Animals other than service animals as described above are allowed to ride the transit vehicle only in a secured pet travel carrier and under control of the passenger.

PERSONAL ATTENDANT

Personal attendants are persons who are directly involved in the mobility assistance of the attendee and will be allowed to ride free of charge while accompanying their attendee and must ride with the passenger on the bus. Generally, the following conditions would warrant a fare free attendant: immobility, disorientation, non-comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay full fare. North Platte Public Transit requires that a TRAN 710-Transport Verification Form be on file with the North Platte Public Transit Office for any client personal attendant. That form must be signed by a MD, PA or APRN. Forms are available upon request at the North Platte Public Transit Office.

Personal attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the bus and back
- Opening doors
- Pushing wheelchairs to and from the vehicle
- Transfer assistance from mobility device to a seat
- Carrying packages
- Communicating with the driver (if passenger is unable)

PASSENGER SAFETY AND SECURITY

Passengers utilizing mobility devices will be required to have their mobility device properly secured.

A passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers.

The driver may recommend that a passenger transfer from his or her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

State laws apply toward child passengers. Car seats are NOT provided.

GENERAL PASSENGER RULES

The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior.

1. Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or deboard. All riders shall stay seated until the vehicle stops.
2. No roller skates, roller blades, ice skates, etc., are to be worn in the bus.
3. All passengers are to be clothed and wearing some form of protective footwear.
4. While waiting for the transit vehicle at the designated pick-up point, riders shall stay off the traveled roadway at all times. Riders shall not walk along the side, directly in front of or behind the bus for any reason.
5. All passengers will remain seated while the vehicle is in motion and for the duration of their ride.
6. Riders shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated.
7. Devices such as radios or I-Pods can only be used with headphones.
8. Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle
9. Riders shall keep hand(s), head or any other body part inside the bus and within their seated area at all times.
10. Riders shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly.
11. Personal hygiene must be maintained by our passengers, and passengers with poor hygiene will be denied transportation.
12. Use of tobacco products is strictly prohibited.
13. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
14. Any items that the driver assumes may be explosive or any type of weapon is not permitted on the vehicle.

CHILD RIDER POLICY

North Platte Public Transit has established rules, roles, and responsibilities in the transportation of children under the age of 16. Therefore, the following policies will be followed:

1. All children must follow the transit rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension.
2. No child under the age of four (4) is permitted to ride alone on North Platte Public Transit.

3. All children must wear an approved safety restraint. Parent or guardians are responsible for providing an approved safety restraint.
4. Children under sixteen (16) will be transported only to the destination scheduled by the parent or guardian. Children are not allowed to change scheduled rides.
5. Parent or guardians must notify North Platte Public Transit at the time of trip scheduling the child's age.
6. If no adult is at the destination location to accept the child (under 16 years of age), the child will NOT be left at the drop off location. Drivers will be instructed to deliver the child to the local police station, and parents will be notified.

PACKAGES AND PERSONAL ITEMS

Passengers shall limit their carry-on packages to not more than the equivalent of eight normal plastic bags per person. An attendant may travel to assist with the loading/unloading of packages but are not allowed to have carry-ons themselves unless they are a paying customer. Oversized packages will be refused for transport. No one package shall weigh more than 20 pounds.

An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or tank holder on the wheelchair.

North Platte Public Transit will not be responsible for lost, stolen or damaged items.

SEVERE WEATHER POLICY

Passengers are responsible for snow removal so their driveways and sidewalks are accessible to transit vehicles.

If extreme weather conditions make travel unsafe, services will be discontinued until conditions are more favorable. Passengers with scheduled trips will be notified as soon as possible. In the event that transit service is closed due to a weather event, it will be announced on local media. Please stay tuned to your local radio and television stations and also our Facebook page.

Winter Riding Tips:

- Be aware of weather conditions which may affect transit services.
- Allow extra time to reach your destination.
- Be prepared for sudden stops while riding the bus.
- Wear appropriate winter clothing.

VIOLATIONS OF POLICY

Any violation of the policies, rules, and procedures outlined in this handbook will result in the following:

First Offense: A warning letter will be issued.

Second Offense: A letter will be sent and rides will be discontinued indefinitely.

North Platte Public Transit reserves the right to terminate services immediately.

COMPLAINT/GRIEVANCE PROCEDURES

As a recipient of State and Federal funds administered by the Nebraska Department of Roads, North Platte Public Transit hereby attests that it will abide by the eligibility guidelines and service priorities as stipulated by all applicable laws, rules, and regulations. The process for submitting a Title VI complaint is outlined in the Nondiscrimination section of this handbook. For all other complaints, contact the following for additional information and a copy of the complaint form:

Marilee Hyde, Public Transit Superintendent, 1520 North Jeffers, North Platte, Ne. 308-535-8562

Upon receipt of the complaint, the **North Platte Public Transit** representative will request written detail of the complaint or take an oral statement from the complainant. The complaint should include all details regarding the situation including date, time, driver, problem, etc. All complaints or statements should be signed or, if by telephone, the actual complainant should be the individual calling. Complaints received by telephone will be investigated and resolved prior to ending the call. A written response will not be required if complainant is satisfied with the resolution. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than 10 days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the Nebraska Department of Roads, Transit Section, and a copy will be kept on file at **the North Platte Public Transit Office**