

# **JOYRIDE PUBLIC TRANSIT**

## **JOYRIDE Passenger Handbook**

### **JOYRIDE MISSION STATEMENT**

The mission of JOYRIDE Public Transit is to provide safe, efficient, and affordable public transportation to area residents in accordance with local, state, and federal guidelines.

### **GOALS OF PASSENGER HANDBOOK**

JOYRIDE is a transportation provider for Burt and Cuming counties. 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 JOYRIDE Public Transit as outlined on Pages 8-9.

### **NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE**

JOYRIDE 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. JOYRIDE serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. JOYRIDE 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 JOYRIDE 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 JOYRIDE may be directed to JOYRIDE Public Transit. Complaint forms are available at JOYRIDE Public Transit office located at 100 W 9<sup>th</sup> St, Oakland NE 68045.

### **DESCRIPTION OF SERVICE**

JOYRIDE provides the following public transportation services to residents of Burt and Cuming Counties:

### **SERVICE AREA**

JOYRIDE provides public transportation services in the following areas:

Throughout Burt and Cuming Counties and most areas up to 100 miles when scheduling allows.

## **DAYS AND HOURS OF SERVICE**

Public Transportation is available Monday-Friday from 7:00 a.m-6:00 p.m.

Reservations can be made Monday-Friday from 8:00 a.m-4:00 p.m.

Public transportation services are not provided on the following holidays:

**Holiday Closings:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

## **FEE SCALE**

JOYRIDE uses a three-tiered system for each boarding.

Each boarding is defined as each time the rider gets on the bus, or one way trip.

Tier 1: under 10 miles

\$2.00 with 48-hour advance booking, \$4.00 without 48-hour advance booking

Tier 2: 10-25 miles

\$4.00 with 48-hour advance booking, \$8.00 without 48-hour advance booking

Tier 3: over 25 miles

\$20.00 with 48-hour advance booking

All bookings are subject to bus availability.

JOYRIDE Public Transit's actual cost per ride is considerably higher than our fare structure, however, we are able to lower the passenger cost thanks to donations, Federal & State funding, and local support from businesses and individuals. Fare structure is subject to change as necessary, and any such changes will be advertised.

## **PAYMENTS**

All payments can be made over the phone with JOYRIDE at 402-685-7500 or while boarding the vehicle with the driver with a debit or credit card.

## **SERVICE TYPES**

Demand Response, Nonemergency Medical, and Out of Area. All Bookings are done on a first come, first served basis.

## **SCHEDULING RIDES**

Contact JOYRIDE Scheduling at 402-685-7500 to schedule your ride. The scheduler may require the following information:

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

## **CURB-TO-CURB SERVICE**

JOYRIDE provides “curb-to-curb” 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 waiting at the designated pickup point at least 15 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 402-685-7500 between 8:00 am and 4:00 pm, Monday through Friday.

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 noted as such by the scheduler in the passenger's record. Three or more late cancellations in a 90-day period will be considered excessive and the passenger will receive written notification of such via the U.S. Postal Service. Passengers having additional late cancellations during the next 90-day period will be assessed a \$5.00 late cancellation fee, payable at the next boarding call.

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify JOYRIDE at least 2 hours prior to scheduled pick-up time. Upon arrival at the scheduled pick-up point, the transit driver will wait for the passenger for five minutes. After five minutes, the driver will continue on his/her route and the ride will be marked as a no show.

### **PASSENGER READINESS**

Passengers should be prepared for transit vehicles to arrive 15 minutes before or after your scheduled pick-up time. Schedule rides accordingly to arrive at your destination for appointments.

### **TRANSPORTING SERVICE ANIMALS & ACCOMODATION OF OTHER ANIMALS**

JOYRIDE 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. Where reasonable, miniature horses are also allowed as service animals.

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.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm).

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

### **PERSONAL CARE ATTENDANTS/GUESTS**

Personal care 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. 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.

Personal care 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**

It is required that all passengers wear an approved safety device while riding on the bus. 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.

## **MOBILITY DEVICES**

Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as a mobility aid belonging to any class of three— or more—wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Drivers will provide lift/ramp service assistance to any passenger requesting it, regardless of ambulatory status. All safety straps and restraints must be operable and used when using the lift.

Drivers will not lift individuals needing to transfer from a mobility device to regular vehicle seating. Passengers requiring such assistance must provide their own personal care attendant to assist in their transfer.

Our buses accommodate all devices that fit on lifts, meeting access board guideline dimensions (30” by 48”) and a maximum of 800 pounds for device/user combined.

## **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 disembark. 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 IPods can only be used with headphones.
8. Passengers carrying or using opened 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 scheduler promptly.
11. Riders shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
12. Eating or drinking beverages in the vehicle is not permitted.
13. Use of tobacco products is strictly prohibited.
14. Lighting matches, lighters, or any other type of flammable material is not permitted in the vehicle.
15. Any items that the driver assumes may be explosive or any type of weapon is not permitted in the vehicle.

## **REFUSING SERVICE**

JOYRIDE Public Transit reserves the right to refuse service to any passenger who displays the following behaviors:

- Intoxication
- Disruptive
- Belligerent/rude
- Poses a safety or health threat to themselves or others
- Unreasonable or offensive personal hygiene

JOYRIDE Public Transit has zero tolerance towards violence. Any overt act of violence or threat of violence will result in termination of passenger rides. Any threatening acts of violence will be reported to law enforcement.

JOYRIDE Public Transit has a NO firearms, guns or concealed weapons policy on all transit buses and transit property, in accordance with State Law.

## **CHILD RIDER POLICY**

JOYRIDE 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 JOYRIDE public transit.
3. All children under the age of six (6) must wear an approved safety restraint. Parents or guardians are responsible for providing an approved safety restraint.
4. Children under the age of sixteen (16) must be accompanied by an adult. Exceptions to this policy for children over the age of four (4) include:
  - a. Agency to agency transportation, such as from daycare to school.
  - b. Transportation where the parent, guardian, daycare, or other agency provides supervision for the child at both the pick-up and destination of the child's trip.
5. 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.
6. Due to safety considerations, children under sixteen (16) will be transported within the city limits of their trip origin, unless accompanied by an adult.
7. Parent or guardians must notify JOYRIDE at the time of trip scheduling the child's age.
8. 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 five brown paper grocery sacks or ten plastic bags per person. An attendant may travel to assist with the loading/unloading of packages. 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.

***Drivers are not 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 KTIC weather closings and on the JOYRIDE Public Transit's 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 second letter will be issued which will result in rides being discontinued for one week.
- Third Offense: A third and final letter will be sent and rides will be discontinued indefinitely.

JOYRIDE 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, JOYRIDE 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:

Public Transit Manager  
JOYRIDE Public Transit  
100 W 9<sup>th</sup> St, Oakland NE 68045  
402-685-7501

Upon receipt of the complaint, the JOYRIDE representative will request written details 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 the 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 100 W 9<sup>th</sup> St, Oakland, NE 68045.