

RIDERS' GUIDE



**Adopted July 2013*

INTENT OF PASSENGER HANDBOOK

Harney County Dial-A-Ride provides general public transportation for all people. You do not need to meet any qualifications or requirements to use the system.

Harney County Dial-A-Ride is pleased to serve Harney County. This service has a set of policies that passengers must follow.

This handbook provides the policies pertaining to passenger responsibilities for our service. Please note that the policies are not new ones, they have not, however, been consistently enforced.

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

All passengers' 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.

THE BASICS

Rules for riding Harney County Dial-A-Ride are mostly common sense. Here are a few of the basics.

1. Have exact fare upon boarding the bus. Bus Drivers do not carry change.
2. Have your money, ticket, ride card or check ready before boarding the bus. If you don't have the fare, you don't ride.
3. Fares are given to the driver.
4. All passengers are required to wear seatbelts.
5. Smoking, radios and disruptive behavior are prohibited.
6. Beverages are not allowed on the bus unless in a covered container. Fast Food restaurant meals are allowed as long as they are in the original container. These meals are not to be consumed on the vehicle unless prior authorization by the bus driver. You must remove your trash when you exit the vehicle.

7. Pets are allowed only if in a pet carrier. (Excluding certified service dogs)
8. Stay seated while the bus is in motion.
9. Please do not use profane or indecent language.
10. Do not put your feet on the seats.
11. Do not lie down on the seats.
12. Aisle must be kept clear of all loose objects at all times.
13. Law prohibits firearms, knives and any other weapons on buses. Absolutely no combustible materials will be allowed on the bus. Examples include but are not limited to propane and gas or diesel fuel.
14. The bus operator may not be able to see you inside a building or your home. Step out and wave when you see the bus coming.
15. All passengers riding in wheelchairs must allow the driver to secure the chair per the manufacture's securement recommendations.
16. When transporting a child under the age of 11 years, the driver may NOT leave the child at the arranged drop location without visual confirmation that an adult is present.

Hours of Operation

Monday-Friday 7:00-7:00

Saturday 8:00-5:00

Sunday 8:00-3:00

No rides are provided on Holidays.

The office is located at 17 S Alder, and office hours are Monday through Friday from 8:00-4:30, we can be reached by phone during operation hours at (541)573-3030. *Harney County Dial-A-Ride* is closed for New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and the Day After Thanksgiving and Christmas Day.

Ride Reservations

Request Service: All rides to be scheduled with the Harney County Dial-A-Ride office. Rides will not be scheduled with the bus operators. Rides may be scheduled Monday

through Friday by calling our office at (541)573-3030 between 7:00 a.m. and 7:00 p.m, Saturdays between 8:00 a.m and 5:00 p.m and Sundays between 8:00a.m-3:00p.m. In case of an urgent ride, we will make every effort to accommodate your request.

****To access alternative telecommunication call Oregon telecommunication relay service: #711**

Regularly scheduled rides: Passengers who require regular transportation service (work, therapy, school, etc...) may schedule up to 90 days in advance.

You must schedule your ride in advance. The driver will arrive at your specified pickup location at the agreed-upon time and take you to your destination. Be ready to board the bus 15 minutes prior to your scheduled pickup time.

Using the transit system to travel from one single location to another single location is called a one-way ride. If you travel to a destination and require a ride home or to be taken to another location, it is called a round trip. When you schedule your ride, be sure to tell the dispatcher or driver if you are planning multiple stops, so that all of your rides are accounted for in the scheduling.

Scheduling trips:

Harney County Dial-A-Ride makes 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 15-minute window has been established for everyone's benefit. All passengers should anticipate an early arrival of up to 15 minutes or the possibility of a 15-minute delay.

Example: If you schedule a 9:30 a.m. pick-up, the bus may arrive as early as 9:20 a.m. so you should be prepared to leave at 9:15 a.m. The bus may be delayed so be prepared to wait until 9:45 a.m. for the bus arrival. **All bus operators will wait only Five(5) minutes past the scheduled pick-up time before leaving without the passenger.** Any longer can cause unnecessary delays.

In the event your appointment is completed prior to the scheduled return time, passengers are encouraged to notify the Harney County Dial-A-Ride office that they are available for early return. Every effort will be made to pick up the passenger as soon as possible but if the demand for service does not allow, passengers will be picked up at their scheduled return time.

If you are planning on making more than one stop, those arrangements must be made prior to your pick up. **If prior arrangements are not made the extra trips may not be made.**

CURB TO CURB SERVICE

Harney County Dial-A-Rides service provides curb-to-curb service. The following policies explain the meaning and intent of curb to curb.

Private Homes: Dial-A-Ride bus operators **will not** enter private homes for any reason. Bus Operators can assist in carrying packages and/or groceries off the bus. Bus Operators are not allowed to go into apartments or residential homes.
Harney County Dial-A-Ride will not be held responsible for items that are damaged during transport.

Business/Medical Facilities/Public Building: Harney County Dial-A-Ride bus operators may assist passengers into and from the inside door. Due to extreme temperatures in entryways, bus operators may assist passengers through the second door when necessary. Bus operators **will not** assist passengers past this point. When picking up passengers from a business/medical facility, bus operators may go through the first door. Bus operators should NOT go past this point. It is the individuals' personal care attendant or care provider's responsibility to ensure that passengers are waiting inside the door for their ride. **Bus operators will not enter nursing homes, medical facilities, shopping centers or businesses in an attempt to find passengers. Passengers must be waiting a designated pick-up point at least fifteen-minutes before their pick-up time or the no-show policy will apply.**

NO-SHOW POLICY

Cancellations need to be made ASAP. Please be sure to cancel pickup times well in advance so other passengers needs can be met. Any passenger who is not at their designated pick-up point within five (5) minutes after their scheduled ride time will be considered a "No Show" and the bus operator will continue with the daily schedule. Passengers may be returned for at a later time that day, but the no-show fare must be paid in order to ride. If you anticipate being late for your scheduled pick-up, please notify our office at (541)573-3030.

No show penalties: First offense ~ Passengers will pay one full fare for the no show before they will be allowed to ride the bus again. Second offense ~ One fare plus riding privileges will be suspended for seven (7) business days.

If a passenger is in disagreement with any penalty resulting from the enforcement of the no show policies, a written request for appeal may be submitted to:

Harney County Dial-A-Ride
Attn: Supervisor
PO Box 728
Burns OR 97720

Appeals may be presented in writing or in person.

Fares

0-10 mls. \$1.00 per stop is required.

11-20 mls. \$5.00 one way upon availability

21-35 mls. \$10.00 one way upon availability

36+ mls. \$20.00 plus \$.505 per each additional mile one way upon availability.

\$35.00 round-trip to Bend. \$18.00 one way, and \$8.00 errand in Bend.

Call for more information on special trips available.

Tickets

Tickets may be purchased at:

Harney County Senior & Community Services Center

17 S Alder

Burns OR 97720

8:00a.m-4:30p.m M-Th

8:00a.m-4:00p.m Friday

OR from a bus driver.

Bus fares are generally paid to the bus driver when you board the bus unless prior arrangements have been made. For more information, please contact *Harney County Dial-A-Ride office at (541) 573-3030*.

Cancellations

Please contact *Harney County Dial-A-Ride at (541)573-3030* as soon as you become aware of the need to cancel. If you do not cancel no later than an hour prior to your scheduled ride, you may be charged for the ride. **Repeated “no shows” may result in a suspension of your bus riding privileges.**

Pickup Window

Harney County Dial-A-Ride operates on a plus or minus fifteen (15) minute pickup window, meaning that you should be ready to board the bus at least fifteen (15) minutes prior to your scheduled pickup time. Also, you should expect the bus to arrive no later than fifteen(15) minutes after your scheduled pickup time.

What am I allowed to bring on the bus?

For questions about items you can or cannot bring on the bus in addition to those listed below, contact *Harney County Dial-A-Ride at (541)573-3030* prior to getting on the bus.

Packages

You may have as many packages as you can keep under your control while the bus is moving. Nothing may be placed in the aisle or next to the wheelchair lift.

Mobility Devices and Wheelchairs

We have buses and vans that are accessible for people who use mobility devices. When you call to reserve your ride, please tell the dispatcher or driver if you use a mobility device such as a walker, manual or motorized wheelchair, scooter, etc., and if you will need a lift or ramp to enter the vehicle.

All mobility devices must be secured within the vehicle by the driver. Our drivers have all received training in handling mobility devices and securing them properly.

Oxygen Tanks

Portable oxygen tanks are allowed on the vehicle but must be secured by the driver. Please let the dispatcher or driver know when you schedule your ride if you will be bringing a portable oxygen tank on board.

Car Seats

If you are bringing a small children or infants with you on the bus, you must bring a car seat for them to use. You must restrain the car seat using the seat belts provided in the vehicle. The driver will not be responsible for restraining the car seat.

Strollers

Children must be removed from strollers. Strollers must be able to be collapsed and fit between the seats of the bus or secured by the driver. Strollers may not be placed in the aisle or next to the wheelchair lift.

Food and Drink

Food may be brought on the vehicles in original to go containers. It must remain in the containers unless preapproval by driver to consume it on the vehicle. All beverages must have lids. Take all garbage with you when getting off the bus.

Pets (not Service Animals)

Pets are only allowed on the bus if prior arrangements have been made with the central office, dispatcher or driver. All pets must be in approved pet carriers and must fit on

your lap or on the seat next to you. Pet carriers are not allowed to block the aisle. You will be solely responsible for loading and unloading the pet carrier.

Service Animals

Service animals are permitted to accompany individuals with disabilities in vehicles and facilities operated by *Harney County Dial-A-Ride*. The rider may be refused transportation services if the service animal is not under the control of the person with the disability, or if it is threatening the safety of others.

Cell Phones

While the use of cell phones is permitted on the bus, we ask that passengers please be considerate of the other riders. Loud talking that disturbs other passengers may result in a driver asking the offending passenger to restrain from using their cell phone.

Passenger Assistance

Harney County Dial-A-Ride provides door to door service for any passengers needing this assistance. Please let the dispatcher or driver know if you will require this assistance.

Escorts and Personal Attendants

Attendants traveling with passengers who are frail and require assistance, may travel at no charge. The escort must get on and off the vehicle at the same locations as the passenger. When you schedule your ride, let the dispatcher know that an escort will be accompanying you. Under some circumstances, you may be required to have a personal care attendant or escort. *Harney County Dial-A-Ride* will inform you ahead of time if you need to have an escort with you in order to ride the bus.

Seat Belts

All passengers riding in a van or bus are required by federal regulation to use the seat belts. Passengers who refuse to wear a seat belt will be denied service. If you have a medical exception you MUST show it to the driver EVERYTIME you ride. Failure to show the document requires passenger to wear the seat belt as required by federal regulation.

WEATHER

Passengers are responsible for snow removal to make their homes accessible to the Harney County Dial-A-Ride bus operators. Bus operators are not allowed to assist passengers through snow or across ice.

If a passenger schedules service knowing that a path has not been cleared to their homes, the trip will be considered a no-show and that policy will apply.

Closure Due to Weather or Other Emergencies

Harney County Dial-A-Ride makes every attempt to provide service during scheduled hours. When extreme weather conditions make travel unsafe, we reserve the right to discontinue services until conditions improve. In case of severe weather, every effort will be made to get all passengers returned to their homes as quickly as possible.

Harney County Dial-A-Ride uses our reader board and Facebook to broadcast closures due to dangerous weather conditions or other emergencies (e.g., flooding). Check the senior center page as well as Harney County free classifieds.

Winter riding tips:

- Keep abreast of weather conditions, which may affect Harney County Dial-A-Ride service.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time and having correct fare ready.
- Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of bus, causing danger to others.
- Wait until the bus comes to a complete stop before leaving your seat and before boarding.
- Be prepared for sudden stops while riding the bus.
- At all times, watch your step, wear your seatbelt and wear appropriate winter clothing.

Severe Weather Passenger Guide:

- Severe snow and rainstorms can affect Harney County Dial-A-Ride bus service. The following service reductions may occur any time hazardous road conditions exist:
- There may be delays due to road conditions. Please allow extra time before and after appointments.
- Bus service on less traveled streets – especially those not plowed or sanded may be canceled.
- Absolutely NO alley travel allowed.
- In case of severe weather, all passengers will be taken home immediately.

Refusal of Service

Harney County Dial-A-Ride has empowered its drivers to refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. If the driver believes a passenger poses a safety or health threat to others, the driver may contact dispatch or the police for assistance. Passengers are not allowed to carry weapons on the vehicle. If a person has unreasonable personal hygiene, the agency director or transit coordinator may discuss corrective action that needs to be taken to continue riding the bus.

Harney County Dial-A-Ride also has in place a behavior policy. The steps are as follows:

- First Offense: A warning letter
- Second Offense: A second letter will be sent 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 30 days.

Complaints or Comments

Harney County Dial-A-Ride encourages those with concerns or complaints to contact *the transportation supervisor at (541)573-3030*. Forms are available at the dial-a-ride office or at http://co.harney.or.us/PDF_Files/Senior%20Center/Dial-a-Ride%20Comment%20and%20Complaint%20form.pdf. Please be as specific as possible about the concern or event. We follow up on all complaints. You may call or submit a complaint in writing to the agency director at Harney County Senior and Community Services Center Attn: Executive Director PO Box 728 Burns OR 97720. You may also make an appointment with the director to visit in person. All comments and complaints will be handled in a timely and efficient manner.

Suggestions for improvements to our transit program are always appreciated. We encourage your comments and recommendations. If you have received superior service, we also encourage you to let us know so we can pass that information on to our employees.

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

Harney County Dial-A-Ride
Attn: Supervisor
PO Box 728
Burns OR 97720

Appeals may be presented in writing or in person.

Prohibited Behavior

No standing – Remain seated when the bus is moving

No smoking

No fighting, throwing things, pushing, shouting, loud behavior, or vulgar language

No firearms (including newly purchased), weapons, gasoline or other flammables, or fireworks

No feet on the seats

Shirts and shoes are required attire

No roller-skates or rollerblades worn on the bus

Lost & Found

Check the area around you for personal items before exiting the bus

Harney County Dial-A-Ride is not responsible for items left on its vehicles. However, if you believe you have left something on the bus, contact the dispatcher or driver and let them know which bus you were on and where you were seated.

Reasonable Modification Policy Statement.

Harney County Senior and Community Services Center and Harney County Dial-A-Ride do not discriminate on the basis of disability in the administration of, or access to its programs, services or activities. Under this policy, a person with a disability is defined as “a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having an impairment.”

The following individual has been designated to coordinate the agency’s compliance with the non-discrimination requirements

Angela Lamborn

Executive Director

Harney County Senior and Community Services Center

17 S Alder Ave/PO Box 728

Burns OR 97720

Should you wish to notify us of barriers that may exist in equal access to any program, service or activity offered by our organization or to obtain information regarding the provisions of the American with Disabilities Act and your rights, you are encouraged to contact the ADA coordinator listed above. If you feel that you need a reasonable accommodation as a result of your disability, please follow the attached ADA procedure for Requesting a reasonable accommodation.

Requests for Reasonable Modifications

Harney County Senior and Community Services Center shall make information about how to contact Harney County Senior and Community Services Center to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Harney County Senior and Community Services Center shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Personnel at Harney County Senior and Community Services Center will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, Harney County Senior and Community Services Center requests that individuals make such requests for modifications in advance if it is possible to do so before Harney County Senior and Community Services Center is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Harney County Senior and Community Services Center’s management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.



Discrimination Statement

No one shall be denied a ride based on race, color religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation. or military status, in any of its activities or operations. These activities include, but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, clients and residents. If you believe you have been discriminated against, please contact the agency Director between the hours of 8:00a.m-4:00p.m Monday through Friday at (541)573-6024 or by mail at PO Box 728 Burns, OR 97720.