

CLOSURE DUE TO WEATHER OR OTHER EMERGENCIES

In case of severe weather conditions every effort will be made to get all passengers returned to their homes as quickly as possible. Service cancellations are announced on KLND 89.5 FM and KFYZ 550 AM. Passengers are encouraged to sign up for the transit "Alert" system to receive messages via e-mail, text and telephone messages. To sign up for the Alert system contact dispatch services.

REFUSAL OF SERVICE

Standing Rock Public Transit reserves the right to refuse transportation to any person who is not willing to abide by the passenger rules. Drivers may refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. Drivers also have the right to remove people from the bus who are belligerent, rude, or refuse to follow the transit program policies or directives. If the driver believes a passenger poses a safety or health threat to themselves or others, the driver will contact the police for assistance.

COMPLAINTS OR COMMENTS

The transit program assumes no responsibility for claims resulting from delays, failure to make connections, schedule changes, acts of God, etc. All complaints must be completed on the Standing Rock Public Transportation *Complaint Form* and received by the Transit Director. Complaint forms are available on the transit website or by contacting dispatch services.

STATEMENT OF NON-DISCRIMINATION

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities funded in whole or in part with federal funds. Contact the Director at 701-854-8090 to request additional information on our non-discrimination obligations or to file a complaint.



Standing Rock Public Transit RIDER'S GUIDE



9299 Highway 24

Fort Yates, ND 58538

www.sittingbull.edu/community/transport

DISPATCH HOURS OF OPERATION

- Dispatch services are available Monday through Friday from 7:30 a.m. to 4:30 p.m., excluding holidays.

RESERVATIONS ARE REQUIRED

- The Transit Program requires that rides are reserved at least 24 hours in advance and they must be made during dispatch hours. Telephone messages are not accepted as a reservation. Be sure to schedule all of your trips with the dispatcher so that all of your rides are accounted for. For instance, “home” to “store” to “home” is scheduled as “2” trips. A maximum of 2 trips are allowed per day on the Bismarck route.

RIDING THE BUS

- Be ready to board the bus 10 minutes prior to your scheduled pickup time.
- Seat belt use is required.
- Seating is limited; please remove personal items from the seat next to you and allow other passengers to sit next to you.
- Acknowledge “front of the bus” courtesy seating for the elderly, disabled and those with small children.
- Be courteous to the driver and other passengers; verbal abuse or physically threatening behavior will not be tolerated.
- Do not distract the driver.
- Remain seated when the bus is moving.
- Limit audio player use to headphones. Avoid loud talking and ringtone on cellphone.
- Practice good personal hygiene. Shoes and shirts must be worn at all times; keep your feet on the floor.
- No weapons, fireworks, gasoline or other flammables, open alcohol or illegal drugs.

CANCELLATIONS

- Please contact the dispatcher as soon as you become aware of the need to cancel your ride. Repeated “no shows” may result in a suspension of your riding privileges.

MOBILITY DEVICES, WHEELCHAIRS & OXYGEN TANKS

- The transit program operates vehicles that are accessible for people who use mobility devices. When you call to reserve your ride, please tell the dispatcher 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. Transit also accommodates passengers utilizing oxygen tanks. All mobility devices and oxygen tanks must be secured within the vehicle by the driver.

FARES

- Bus fares are paid to the driver when you board the bus unless arrangements have been made with dispatch services. Fares may be paid in cash, provided it is paid with a bill no larger than \$10. Tickets and passes are available for purchases. Passes and tickets cannot be replaced if lost or stolen and no refunds are available.

CHILDREN, OLDER ADULTS, SPECIAL NEEDS AND SERVICE ANIMALS

- Children under the age of 12 ride free when accompanied by a passenger who has paid a fare. Family rates are available when traveling with more than one child. School age children may ride the bus without an adult, at full fare price, as long as written consent is provided by a guardian. Consent forms are available by calling dispatch services.
- All children must be secured in a car seat which must be provided by the passenger. 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.
- Older adults and special needs passengers requiring an attendant will pay the regular fare and the attendant will ride for free.
- Service animals are permitted to board vehicles.

MEDICAL PROCEDURE TRIPS

- Passengers having medical procedures must have an adult attendant and the attendant will ride for free (i.e. same day surgery).

FOOD, DRINK AND SMOKING

- No eating, drinking or smoking in the transit vehicles. Take all garbage and waste products with you when departing.

LOST AND FOUND

- The transit program is not responsible for items left on the vehicles. All inquiries concerning lost articles or baggage must be made as promptly as possible. Lost articles will be held up to 30 days.

BAGGAGE

- The transit program is not responsible for baggage under any circumstances. Baggage is permitted provided it does not occupy a seat at the exclusion of another passenger. A maximum of 2 bags under 50 pounds are allowed per customer and must be able to fit under the seat.