

# XYZ Regional Transit, Inc.

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## SAMPLE RIDERSHIP POLICIES

**1. Who can ride the bus?** - Service is available to the general public. Children four years old or under 40 pounds in weight must be secured with an appropriate child seat provided by the parent or guardian. All children under the age of twelve must be accompanied by an adult.

**1a. Area of Service** - Services are available throughout Alpha County. Limited service to medical centers in available.

**2. Scheduling/Making changes:** Reservations are taken Monday through Friday from 8 a.m. to 3 p.m. To assure a ride it is advisable to book your ride as far ahead is possible. You may book a ride up to seven days in advance. Booking a ride at least 72 hours in advance is more likely to assure you get the ride you need. You may attempt to book a ride a day ahead. If the ride you want is available, you will be booked on that ride. However, with the current demand on the system, there is little chance the ride you want will be available 24 hours in advance.

Due to the limited number of available rides on any given day, it is necessary to limit any one rider to four one-way rides per day.

Due to the way XYZ schedules rides and the method used to route vehicles, we do not allow a change of ride destination the day of the ride. You may not board the bus and ask the driver to change your booked destination.

**RIDE TIP:** *Often, ride capacity for Tuesday, Wednesday and Thursday fill up very early. Please be aware of this when you make your ride plans.*

**SUBSCRIPTION RIDES:** XYZ Regional Transit will allow subscription rides based on demand up to 50 percent of the available rides in a given hour. The first 10 percent of subscription rides will be held for medical-specific rides, particularly dialysis and prescribed therapy. The remaining block of subscription rides will be taken on a first come, first served basis, no matter the reason.

A subscription ride shall be a ride that is taken on a regular basis at the same time of day, by the same individual to the same destination. A ride could be daily, weekly or monthly. For instance, a ride might be from an individual's residence to work and back again five days a week; or it might be on the same day once a week to a regular-scheduled meeting; or it might be daily trips to and from a meal site.

For the start-up of this policy, XYZ shall determine the number of rides available in the given hour time frame. Requests will be taken after publicizing the service. Requests will be for time-specific rides. Individuals

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receiving the ride wanted in the time slot available will be selected at random. If an individual is selected for a time-slot ride, that individual will automatically be selected for the return ride needed.

Individuals with subscription ride privileges will be subject to the stated no-show policy. Three no-shows in a 90-day period will result in a 30-day suspension of ride privileges and loss of subscription ride privileges. Upon request, the rider will be placed on the subscription ride waiting list after the suspension period.

Riders with subscription rides will not lose rides subject to holidays or vacations as long as the dispatch office has at least 24 hours advance notice of the interruptions. Notice must be delivered during regular dispatch hours of 8:00 am to 3:00 pm, Monday through Friday. In case of illness, the dispatch office should be kept up to date on the status of when to resume the ride. Individuals may not, however, retain subscription privileges when leaving the system for more than 30 days. If leaving the system for more than 30 days, the individual will have to reapply for subscription status, and be placed on the waiting list.

After the initial setup of subscription ridership, those who wish to may be placed on the waiting list for their desired time. As riders leave the subscription program, the next rider in line will be offered the slot. If that rider no longer wants the slot, the next individual on the list will be offered the slot, and so forth.

**3. Cancellations/No-Shows:** A no-show is when a consumer books a ride, then fails to take or cancel the ride as scheduled. XYZ Regional Transit sets the following policy regarding no-shows: A consumer having three no-shows in a 90-day period shall be suspended from ridership for 30 days. A letter of warning will be sent after the each no-show in a 90-day period. A rider may appeal a suspension through the grievance procedure process. Rides will continue during the appeals process. Special consideration will be given for no-show situations during inclement weather.

No-shows for subscription rides clients: Three no-shows in a 90-day period will result in a 30-day suspension of ride privileges and loss of the subscription ride privilege. Upon request, the rider will be placed on the subscription ride waiting list.

Cancellation policy: Cancellations an hour or less prior to the scheduled ride time will be treated as no-shows.

**4. Days and Times of Operation -** The XYZ Ride service runs from 6:30 a.m. to 7:00 p.m., Monday through Friday. One bus operates from 7:00 a.m. to 6 p.m. on Saturday. Calls for reservations may be made from 8:00 a.m. to 3:00 p.m. Monday through Friday. Service is not available on Sundays. When the office is closed, ride cancellations may be left on the voice mail system. The XYZ Ride service will observe these holidays on which no service will be available: New Year's Day; Martin Luther King Jr. Holiday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; and Christmas Day.

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**5. Pickup times/wait policy** - Consumers need to be ready for pickup 10 minutes prior to the scheduled arrival time of the bus. The driver will wait for **FIVE** minutes after arrival, if the arrival falls within the 10-minute window. If the driver arrives earlier than 10 minutes before the scheduled pickup, the driver will wait five minutes into the pickup window time. Upon arrival, the driver will immediately notify the consumer he/she is there. If the driver cannot make contact with you, XYZ will assume you are not taking your ride and you will be considered a no-show for that ride and any remaining rides you have for the rest of that day will automatically be canceled.

**6. Delays** - Due to the number of rides we provide, it is not always possible for buses to run exactly on schedule. It is important for you to allow extra time to assure your scheduling needs can be met.

**7. Personal Assistance to Riders** - Due to scheduling demands, drivers must limit personal assistance to consumers. Drivers are permitted to assist consumers with activities directly related to boarding or debarking the bus. For those consumers who need it, drivers may assist with coats, packages and doors. Consumers may bring grocery and personal items purchased at stores on the bus, but limited to what the consumer and driver can carry to the dwelling in one trip. Consumers may not expect XYZ Ride to transport furniture items, including televisions, gardening items such as potting soil, or any items of weight exceeding 15 pounds. Drivers will be

responsible for passengers entering and exiting the bus safely. Personal care attendants are permitted to ride with consumers. Drivers are not permitted to lift individuals required or wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such riders must provide their own personal care attendant to assist in their transfer. (Such attendants will be permitted to ride without charge, see Section 12, FARES).

**REMINDER:** Children 12 years old and under must be accompanied by an adult.

**8. Wheelchair Procedures** - Drivers will assist consumers only on approved wheelchair ramps. Drivers will not assist passengers in wheelchairs up or down stairs. Consumers using scooter-type vehicles may be asked to transfer to regular seating for their safety. However, passengers with scooters cannot be required to transfer.

**9. Conduct and hygiene** - Inappropriate conduct, including behaviors which present a danger to other riders will not be tolerated. These include but are not limited to: intoxication; fighting; arguing; threatening the driver or fellow passengers; use of foul language and sexual harassment. Individuals who are habitually incontinent, or have offensively poor personal hygiene will be denied bus services. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior, can be required to vacate the vehicle. Drivers, with approval of dispatch, may put a rider off the bus or call authorities if necessary. No food,

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drink or tobacco products of any kind may be consumed on the bus.

**10. Pets/Service Animals** - Only service animals will be permitted to ride on the XYZ Ride system.

**11. Bad Weather Policy** - If the management of XYZ Regional Transit and its contract provider(s) jointly agree the weather is so severe it is unsafe to operate, then operations will cease for the 6<sup>th</sup> in question. Radio stations SNOW-AM and RAIN-FM will have weather related announcements regarding XYZ Ride services during times of bad weather.

**12. Fares** - Fares for all rides shall be \$1.00. Exceptions or exemptions are at the discretion of the Executive Director. **(Some riders may be eligible for subsidized rides through various social agencies.)**

**13. Grievance Procedure** - This grievance procedure has been developed to assure consumers of fair and equitable access to the XYZ Regional Transit system. When a consumer has any problem, the following procedure should be followed to resolve the conflict:

Each consumer is expected to communicate directly to the Executive Director regarding ride-related actions, occurrences or attitudes perceived as unfair and inequitable. A consumer who believes he/she has suffered a grievance should discuss the matter with the Executive Director within five working days of the occurrence of the alleged grievance in an attempt to

arrive at a satisfactory solution. The Executive Director will have five working days to respond, making every effort to resolve the grievance at this level.

If a resolution is not reached, the grievance must be described in writing and submitted to the Board of Directors. The Board of Directors will review the evidence presented by the party bringing the grievance and by the Executive Director within fifteen working days and will provide a decision in writing to all parties involved. The Board of Director's decision is final.

If the above described steps fail to resolve the grievance, the consumer may file administrative or legal action available according to local, state or federal law.

By mutual agreement of the parties involved, the time limit of the grievance procedure may be extended.

Note: A grievance is defined as any difference between a consumer and driver(s) or the administration or Board of Directors of XYZ Regional Transit as to the meaning of operational policies and practices.

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## Information you need to provide for your ride:

1. Name and Account Number \_\_\_\_\_

2. Date of the ride request \_\_\_\_\_

3. Ride Purpose: Need to tell dispatcher purpose for ride:

- A. Work
- B. Medical
- C. Personal
- D. Education
- E. Grocery
- F. Shopping

4. Destination address and name of business or residence  
(Residence optional)  
\_\_\_\_\_

5. Pick up address \_\_\_\_\_

6. Arrival or appointment time at destination \_\_\_\_\_

7. Will you require a return ride?      Yes              No

8. Destination address for return ride \_\_\_\_\_

9. Pick up address for return \_\_\_\_\_

10. Return pick up time \_\_\_\_\_

11. Name (s) of additional riders (should you have them)  
\_\_\_\_\_

12. Specific Instructions regarding assistance or pick up location if needed.  
\_\_\_\_\_

13. Any additional information you would like transportation to know:  
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## Acknowledgement

Thanks to Kaw Regional Transit, Lawrence, Kansas, for providing the materials for this sample guide.

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