

Chadron City Transit



Procedures Handbook

September 2023

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MISSION STATEMENT

It is the mission of the Chadron City Transit to provide safe, efficient, affordable City Transit to area residents in accordance with Local, State and Federal guidelines.

It is the duty of all staff and passengers of Chadron City Transit to provide safe transportation for the general public.

It is the responsibility of Chadron City Transit to provide services economically, and in accordance with, sound management practices and procedures under the direction of the Transportation Supervisor.

GOALS OF PASSENGER HANDBOOK

Chadron City Transit is a transportation provider for the City of Chadron. This service has a set of procedures that passengers are required to follow. This passenger handbook provides the procedures pertaining to passenger safety and responsibilities for using our service. It is to the benefit of all passengers that all of the procedures outlined in this handbook are followed. All procedures will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing a written statement of the grievance or completion of a grievance from complaint with Chadron City Transit as outlined on the last page of the passenger handbook.

TITLE VI NOTICE TO THE PUBLIC

Chadron City Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint of discrimination by completing and submitting the agency's Title VI Discrimination Complaint Form. This form can be downloaded on the agency website at <https://www.chadron-nebraska.com/174/Public-Transportation>; additionally, the form can be requested by contacting the agency at the address provided below. A telephone interpreter can be provided to assist persons of limited English proficiency. To request more information on the agency's Title VI obligations, or to obtain a detailed description of the agency's Title VI discrimination complaint procedures, please visit the agency website or contact the agency using the information provided. Title VI Discrimination Complaint Forms and additional information can also be obtained through the Nebraska Department of Roads (NDOR) website at www.transportation.nebraska.gov, or by contacting NDOR using the information provided below. A telephone interpreter can be provided to assist persons of limited English proficiency.

Chadron City Transit

Attn: Title VI Personnel Manager
234 Main Street, Chadron, NE 69337
308.432.0500 – personnel@chadron-nebraska.com
Bev Bartlett

Nebraska Department of Roads

Attn: Title VI Transit Manager
1500 Hwy 2 Lincoln, NE 68502
402.479.4694 – kari.ruse@nebraska.gov

Federal Transit Administration Office of Civil Rights

Attn: Title VI Program Coordination
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

NOTICE OF NON-DISCRIMINATION AND COMPLAINT PROCEDURE

Chadron City Transit complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other federal equal opportunity laws. Chadron City Transit serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. Chadron City 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 Chadron City Transit based solely on his/her, religion, sex, age, disability, or any other characteristic protected by laws.

Title VI complaints of alleged complaints of alleged discrimination and inquiries regarding the non-discrimination procedures of Chadron City Transit may be directed to the Chadron City Transit Transportation Director. Complaint forms are available at the Chadron City Transit Offices, located 127 W 2nd St. #101 Main Street, Chadron, NE 69337.

CHADRON CITY TRANSIT SERVICES

Chadron City Transit prides itself on providing safe and reliable transit services to the general public. Chadron City Transit is open to everyone. Chadron City Transit operates demand responsive, curb-to-curb service Monday-Friday 7:00 am – 4:00 pm. Chadron City Transit serves the general public of Chadron with scheduled service. Call the Chadron City Transit office at 308-432-0520 for specific hours of service, areas served, and fare schedule.

HOLIDAY TRANSPORTATION

No City Transit service will be provided on the following holidays:

New Year's Day	January 1
Arbor Day	Last Friday in April
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Veteran's Day	November 11
Thanksgiving	Fourth Thursday in November
Thanksgiving Friday	Friday following Thanksgiving
Christmas	December 25

SCHEDULING RIDES

Request Service:

All rides must be scheduled with the Chadron City Transit Office on the day of service. Rides requiring a 7:00 am pick up requires scheduling prior to the designated day. Rides may be requested by calling or texting (308-432-0520) the Chadron City Transit Office between 7:00 A.M. and 3:45 P.M. Rides will be scheduled on a first come first serve basis. Chadron City Transit employees will make every effort to schedule your ride. **Riders with appointments shall schedule ride the day before OR at least 2 hours prior.** City Transit will not guarantee rider to arrive on time to any appointments. Please plan accordingly.

Riders will pay the required FARE upon entering the bus. *Fares subject to change* All Fares are per rider

Rider	\$1.00 One-way
PASS (20 Rides with 2 FREE)	\$20.00
Call for Second Ride Same Day	\$1.00 One-way
Chadron Airport	\$10.00 One-way

Contact (308) 432-0520 for all FARES and areas available for transport and pick up.

Chadron City Transit Riders need to provide the following information: *Passenger Name, Phone Number, Ambulatory or Non-Ambulatory, Destination Name and Address, and Time.*

Request a Ride:

Chadron City Transit makes every effort to arrive as closely to the scheduled pick-up time as possible. Due to the nature of the service, arrival times may vary, due to demand of service.

- All passengers should anticipate an early arrival of up to 30 minutes or the **possibility of a 30-minute delay.**

Example: If you schedule a 9:00 A.M. pick-up, the bus may arrive as early as 8:30-8:45 A.M., so you should be prepared to leave. The bus may be delayed, so be prepared to wait until 9:30 a.m. for the bus arrival.

- Upon arrival at the scheduled pick-up point, the transit **driver will wait for the passenger for three minutes.** After three (3) minutes, the driver will continue on his/her route and the ride will be marked as a “no show”. A “no show” charge will be assessed and payable at the next boarding call at the rate of double a one-way trip.
- In the event the appointment is completed prior to the scheduled return time, passengers are encouraged to notify the Chadron City Transit 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 time.

CURB-TO-CURB SERVICE

Chadron City Transit service provides “curb-to-curb” service. The following procedures explain the meaning and intent of curb-to-curb.

1. Private Homes:

Passengers must enter and depart the Chadron City Transit vehicle at the designated pick-up and drop-off points.

Drivers will not enter private homes for any reason.

Drivers will not drive a Chadron City Transit vehicle into any private driveway.

Drivers may assist passengers to and from the vehicle only as requested.

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 attendant's 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. (See Passenger Readiness)

CANCELLATION PROCEDURES

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by contacting the transit office at **308-432-0520** between 7:00 am and 4:00 pm, Monday through Friday OR voicemail OR text anytime Monday through Sunday.

Cancellations shall 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 time will be considered a late cancellation. A "no show" is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify Public Transit at least 1 hour prior to scheduled pick-up time.

"NO SHOW" PROCEDURES

Upon arrival at the pick-up point, the Chadron City Transit **driver will wait for the passenger for three (3) minutes.** After **three (3) minutes**, the driver will continue on his/her route and the ride will be marked as a "no show".

It is the goal of Chadron City Transit to provide timely service to our passengers. "no show's" pose a problem for our service. It is vital that each rider make their arrangements in a timely manner. Abuse of the system, such as scheduling rides and repeatedly not taking them, will be dealt with on a case-by-case basis.

Three (3) "no show's" within a 30-day timeframe results in a 7-day suspension from the Chadron City Transit Transportation Program. **Chadron City Transit will notify the client by telephone only of their suspension and the date the suspension will be lifted. All "no show's" are documented through computerized software on to rider's account.**

For those clients whom have consistent "no show's" the following suspension will apply.

1 st Offense	7 days suspension from transportation services
2 nd Offense	14 days suspension from transportation services
3 rd Offense	30 days suspension from transportation services
4 th Offense	Denial and indefinite suspension of transportation services

PASSENGER READINESS

Passengers should be prepared for Chadron City Transit vehicles to arrive up to 20 minutes after passengers request a ride. Request rides accordingly to arrive at your destination for appointments.

TRANSPORTING SERVICE ANIMALS AND ACCOMMODATION OF OTHER ANIMALS

Chadron City Transit allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. Service animals are individually trained to perform tasks for people with disabilities. The transit driver may ask if an animal is a service animal and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the animal performing the task or ask about the person's disability. Under the ADA, "comfort", "therapy", or "emotional support animals" do not meet the

definition of a service animal. Animals other than service animals as described above are allowed to ride the Chadron City Transit vehicle only in a secured pet travel carrier.

PERSONAL ASSISTANTS/GUESTS/CAREGIVERS

Personal care attendants are persons who are directly involved in the mobility assistance of the attendee.

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 Chadron City Transit vehicle. Passengers utilizing mobility devices will be required to have their mobility device properly secured, by Chadron City Transit employees.

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.

Nebraska State and Federal laws apply toward child passengers. There are two child passenger seats on the Chadron City Transit vehicle for children who weigh between 20-60 pounds and are 33-44 inches tall. 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 Chadron City Transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated and seat belted in 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 Chadron City 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 and seat belted in 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 any other electronic devices can only be used with headphones.
8. Passengers carrying or using illegal substances will not be permitted in the Chadron City Transit vehicle.
9. Passengers purchasing alcoholic beverages from the store must be unopened and placed in the crate by the driver in the Chadron City Transit vehicle.
10. Riders shall keep hand(s), head or any other body parts inside the bus and within their seated area at all times.
11. Riders shall obey the driver and report any problems to the bus driver or dispatcher promptly.
12. Riders shall assist in keeping the Chadron City Transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
13. Drinking beverages or eating in the Chadron City Transit vehicle is NOT permitted.
14. Use of tobacco products is strictly prohibited (this includes vapor and e-cigarettes).
15. Lighting matches, lighters, or any other type of flammable material is not permitted on the Chadron City Transit vehicle.
16. Any type of perceived, suspicious or actual explosive device or weapons are not allowed on transit vehicles.

SEAT BELT PROCEDURES

It is required that all Chadron City Transit passengers wear an approved safety device while riding on the Chadron City Transit vehicle.

Nebraska State and Federal laws apply toward child passengers.

CHILD RIDER PROCEDURES

It is the procedures of Chadron City Transit to provide the most effective, efficient, safest, and uninterrupted transportation service to all residents. In providing this service it is necessary to establish procedures that govern role and responsibilities in the transportation of children under the age of 16. These roles and responsibilities are as follows:

1. All children, under the age of 16, must follow all Chadron City Transit rules, regulations, and procedures. Violations of these rules by either the child or parent may lead to service suspension.

2. **No child under the age of eight (8) is permitted to ride alone** on Chadron City Transit .
3. All children under the age of eight (8) must wear an approved child safety restraint. Parent or guardians are responsible for providing an approved child safety restraint. Chadron City Transit WILL NOT provide child car seats.
4. Children between eight (8) and Sixteen (16) will be transported only to the destination scheduled by the parent or guardian. Children are not allowed to change scheduled rides. Parents or guardians or an adult **MUST** be present at pickup point and verify with Chadron City Transit vehicle driver the children have approval to ride the Chadron City Transit vehicle.
5. Chadron City Transit cannot guarantee pre or post school transportation due to passenger volume.
6. Parent or guardians must notify Chadron City Transit at the time of trip scheduling the child's age.
7. Parent or guardian must notify Chadron City Transit the **night before or by 7 am IF:**
 - Child is not riding in the morning OR not riding in the afternoon
 - If parent is required to ride, must be ready for scheduled pick ups
 - 7 AM - First pick up of students
 - 8:15 AM - All students transported
 - 3:15 PM - After school pick up
 - Buses will wait 5 minutes after school gets out
 - Students must go directly to the bus (taken directly home)
 - There is **NO TRANSPORTATION** for After School Activities
8. Teachers of preschoolers or providers of small children need permission from parents for their child to ride Chadron City Transit .

PACKAGES AND PERSONAL ITEMS

Passengers shall limit their carry-on packages to not more than **five** grocery sacks/bags per person. An attendant may travel to assist with loading/unloading of packages. Oversized packages may be refused for transport. No one package should 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.

**Chadron City Transit and its drivers are not responsible
for lost, stolen, or damaged items.**

SEVERE WEATHER PROCEDURES

Weather Related Access to Private Homes:

Passengers are responsible for snow removal to make their homes accessible to the Chadron City Transit vehicle drivers. Chadron City Transit drivers are **not allowed** to assist passengers through un-shoveled snow or ice.

If a passenger requests a ride knowing that a path has not been cleared to their homes, the trip will be considered a “no show”, and the “no show” procedures will apply.

Discontinuing Service Due to Weather Conditions:

Chadron City Transit will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe. Chadron City Transit reserves the right to discontinue services until conditions are more favorable. We do not consider routine appointments (medical, hair, etc.)

necessary during severe weather. If service is discontinued, all rides, regardless of trip purpose, will be cancelled.

Winter Riding Tips:

- Be aware of current weather conditions, which may affect Chadron City Transit services.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time.
- Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of the bus, causing danger of slipping 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 Chadron City Transit service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Some routes may be shortened or cancelled.
- Bus service on less traveled streets, especially those not plowed or sanded, may be cancelled.
- Absolutely NO alley travel allowed.
- In case of severe weather, all passengers will be taken home immediately.

Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus drivers will not assist passengers with their clothing. This includes proper coats, hats, gloves, and footwear.

CHADRON CITY TRANSIT BUS OPERATING PROCEDURES

No backing of Chadron City Transit vehicles (transporting passengers) is permitted. Please inform Chadron City Transit when you request your ride if there are issues with Chadron City Transit vehicles backing up at your pick up or drop off point. Another pick up or drop off point may be requested from the Chadron City Transit office.

All Chadron City Transit vehicles are required to stop at all marked rail grade crossings.

REFUSING SERVICE-VIOLATIONS PROCEDURES

Chadron City 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

Chadron City Transit has zero tolerance towards violence. Any 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.

Chadron City Transit has a NO firearms, guns, or concealed weapons procedures on all Chadron City Transit vehicles and Chadron City Transit property.

Chadron City Transit also has set a procedure for normal and standard behaviors when using the system. If these behaviors cannot be followed by the passenger, the following steps may be taken:

Behaviors:

- Remaining seated while the bus is in motion.
- Keeping hands and personal objects to yourself.
- No foul language to any other rider.
- No screaming or yelling on the bus. Normal volume levels when speaking.

Behavior penalties:

First offense- A warning letter will be sent.

Second offense- A second letter will be sent and rides will be discontinued for one week.

Third offense- A third and **final** letter will be sent, and rides may be discontinued indefinitely.

Chadron City Transit reserves the right to terminate services immediately.

REASONABLE MODIFICATION/ACCOMMODATION

Department of Transportation (DOT) guidelines require Chadron City Transit will make reasonable modifications/accommodations, practices and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

To request an accommodation, please contact the Chadron City Transit , Transportation Supervisor listed below for more information or to request a complaint form.

Chadron City Transit
Transportation Supervisor
234 Main Street Charon, NE 69337
(308) 432-0520
Julie Lawrence
transportation@chadron-nebraska.com

COMPLAINT/GRIEVANCE PROCEDURES

As a recipient of State and Federal funds administered by the Nebraska Department of Roads, Chadron City 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, clients have the option of filing a written statement of the grievance or completion of a grievance form complaint with Chadron City Transit as outlined on the last page of the passenger handbook.

All complaints or grievances will be promptly investigated by the Chadron City Transit Supervisor and the resolution will reflect the program guidelines, and a final determination for resolution of the grievance will be issued. This determination may be reviewed by the City Manager.