RIDERS' GUIDE

*Adopted July 2013

This document is available in alternative formats upon request

541-573-3030

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

INTENT OF PASSENGER HANDBOOK

Harney Hub Transit provides general public transportation for all people. You do not need to meet any qualifications or requirements to use the system.

Harney Hub Transit 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 Hub Transit 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 all unsafe behavior towards any persons 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, dogs must be leashed and controlled, all other pets must be in a pet carrier. (Excluding certified service animals)

8. Stay seated while the bus is in motion.

9. Do not put your feet on the seats.

10. Do not lie down on the seats.

11. Aisle must be kept clear of all loose objects at all times.

12. 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.

13. 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.

14. All passengers riding in wheelchairs must allow the driver to secure the chair per the manufacture's securement recommendations.

15. 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 a parent or parent approved adult is present. Parents must preapprove adults or older children. Drivers are instructed to deliver the child to the local police station and parents will be notified.

Hours of Operation

Monday-Friday 7:00-7:00

Saturday 8:00-5:00 (Deviated Fixed Route only)
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 Hub Transit* is closed for New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Juneteenth, July 4th, Labor Day, Veterans Day, Thanksgiving Day and the Day After Thanksgiving, Christmas Eve and Christmas Day.

Ride Reservations

Request Service: All rides to be scheduled with the Harney Hub Transit 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 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.

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 Hub Transit 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 Hub 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 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 Hub Transits 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 Hub Transit will not be held responsible for items that are damaged during transport.

Business/Medical Facilities/Public Building: Harney Hub Transit 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. 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 be warned that there will be a suspension of riding privileges upon the next offence. Second offense ~ riding privileges will be suspended for seven (7) business days.

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

Harney Hub Transit
Attn: Supervisor
PO Box 728/17 S Alder Ave

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 $.55 per each additional mile one way upon availability.

$35.00 shared 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 Hub Transit office at (541) 573-3030.*

Cancellations

Please contact *Harney Hub Transit at (541)573-3030* as soon as you become aware of the need to cancel. A pattern or practice of cancellations made less than one (1) hour before the scheduled pickup time may result in a temporary suspension of transportation services pursuant to the above No-Show Policy.

Pickup Window

Harney Hub Transit 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 Hub Transit 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 or leashed. Pet carriers are not allowed to block the aisle. You will be solely responsible for loading and unloading the pet carrier. Pets ARE NOT allowed on the seats and must be in your control, at your feet during the trip. Pets that are aggressive, out of control or disruptive will be permanently banned from riding the bus.

Service Animals

Service animals are permitted to accompany individuals with disabilities in vehicles and facilities operated by *Harney Hub Transit*. 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 Hub Transit 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 Hub Transit* 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 Hub Transit 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 Hub Transit 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 Hub Transit uses our reader board and Facebook to broadcast closures due to dangerous weather conditions or other emergencies (e.g., flooding). Check the Harney Hub page as well as Harney County free classifieds.

Winter riding tips:

- Keep abreast of weather conditions, which may affect Harney Hub Transit 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 if 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 Hub Transit 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 Hub Transit may refuse service in situations where a rider engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others. Refusal of service to an individual with disabilities shall not occur solely because the individual's disability results in involuntary behavior that may offend, annoy or inconvenience others.

*Please use the complaint or comments form listed below if you wish to file a complaint or request a review of a suspension based on behavior.

Complaints or Comments

Harney Hub Transit encourages those with concerns or complaints to contact *the transportation supervisor at (541)573-3030*. Forms are available at the Harney Hub Transit 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 Hub 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 Hub Transit
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, or unsafe behavior
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 Hub Transit 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 Hub and Harney Hub Transit 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
Lisa Moody
Transit Manager
Harney Hub Transit
17 S Alder Ave/PO Box 728
Burns OR 97720
541-573-3030
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 Hub shall make information about how to contact Harney Hub to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Harney Hub 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 Hub will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.

c. Whenever feasible, Harney Hub requests that individuals make such requests for modifications in advance if it is possible to do so before Harney Hub 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 Hub ’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.

Reasonable Modification Complaint Form

Any person who believes she or he has been discriminated against in obtaining a reasonable modification under the Americans with
Disabilities Act may file a complaint by completing and submitting a Reasonable Modification Complaint Form. The transit system
investigates complaints received no more than 30 days after receipt. The transit system will communicate the results of all complaints
in writing or other accessible formats.

Section I. Identification
Name:
Address:
City: State: Zip Code:
Telephone (H):
Telephone (W):
E-mail:
Address:
Alternative Format Required?
(check most usable format)
Large Font
Braille
Audio Tape
Electronic File (e.g., Word or PDF)
Other (please specify):

Section II. Filer Information
Are you filing this complaint on your own behalf: Yes No
If you answered "yes" to this question, go to Section III.
If not, please supply the name and relationship of the person for whom you are complaining:
Name: Relationship:
Please explain why you have filed on behalf of the complainant:

Have you secured the permission of the aggrieved party if you are filing on behalf of a third party: Yes No

Section III. Complaint Details
What is the basis for this complaint?
I requested, but was not provided, a reasonable accommodation.
I requested and was provided accommodation, but the accommodations was not what I asked for.
I requested an accommodation, but the transit system did not respond in a timely fashion.
I requested an accommodation, but believe my request was unfairly denied.
Other (please explain):

What is the nature of the complainant's disability?

Name of person filing complaint:
Address
City: OR Zip Code:
E-mail address:
Specify another format here:
Name of complainant: Relationship to complainant:
Explain other reason for complaint:

Is your complaint based on an event from a specific date? Yes No
If "Yes" above, what was that date?
Please explain as clearly as possible why you think that transit system did not provide a reasonable modification of services and/or
policies to support your mobility needs.

If the transit system failed to respond to your request in a timely fashion please provide initial date of contact, the original request, and when the transit system responded.

If you believe the transit system has unfairly denied your
request, please state the reasons why. If applicable, list all persons who were involved.

Have you filed this complaint with any other agency? Yes No
If "Yes" above, please list what type of agency where the other complaint was filed:
Federal Agency
State Agency
Civil Court
None

Section IV. Signature
I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.
Signature Date
Submit this form to:
You may attach any written materials or other information that you think is relevant to your complaint to this form.

Please submit this form in person at the address below, or mail this form to:

Harney Hub Transit
17 S Alder Ave
PO Box 728
Burns OR 97720

HARNEY HUB
TRANSIT
541.573.3030

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.