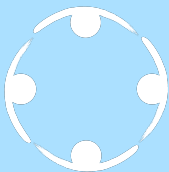


ROCS TRANSIT HANDBOOK

Taking you where you need to go!



RURAL OFFICE OF
COMMUNITY SERVICES

(605) 384-3883

www.rocsinc.org

PO Box 547

Wagner, SD 57380

Peter Smith, Executive Director

psmith@rocsinc.org

Scott Finck, ROCS Transit Director

sfinck@rocsinc.org

OUR MISSION

**THROUGH RESOURCES, OPPORTUNITIES AND
ADVOCACY, WE ENDEAVOR TO ASSIST FAMILIES AND
INDIVIDUALS TO IMPROVE THE QUALITY OF THEIR LIVES
BY MINIMIZING THE EFFECTS OF POVERTY AND
PROMOTING POSITIVE CHANGE.**

DISCLAIMER

No one shall be denied a ride based on race, color, national origin, religion, sex, disability, political affiliation, or belief in any other consideration prohibited by law. *Any person who believes that he or she has been discriminated against in the transit system should contact the ROCS EEO Officer during the hours of 8:00 am to 4:30 pm at (605) 384-3883 or by mail at PO Box 547, Wagner, SD 57380.*

INTENT OF PASSENGER HANDBOOK

Here at the Rural Office of Community Services, our transit team is pleased to serve the South Dakota counties of Aurora, Bon Homme, Brule, Charles Mix, Douglas, Gregory, Hutchinson, Jerauld, Kingsbury, Lake, Lincoln, McCook, Miner, Minnehaha, Moody, Tripp, and Turner.

Our passengers are the most important part of our transit program and keeping them safe is our number one goal.

This booklet provides a reference pertaining to passenger responsibilities for our demand response service. These policies serve as a guide in making decisions that affect passenger responsibility and safety.

All policies will be enforced in a consistent, fair manner. If you feel you have been treated unfairly, an appeals process and telephone comment numbers are included in this booklet.



ROCS TRANSIT SERVICES **HOURS & FAIRS**

HOURS	Monday – Friday	FARES	\$2.00 per ride
	7:30a – 4:30p		\$4.00 round trip

Fare structure is subject to change as necessary. There is a suggested donation for passengers age 60 and older for in- town rides.

HOLIDAY HOURS

Holidays in which service may be limited or suspended include:

New Year’s Day	Martin Luther King Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Native American Day	Veterans Day
Thanksgiving Day	Friday after Thanksgiving
Christmas Day	

Service hours, fares and holiday schedules are subject to change.

SCHEDULE A RIDE WITH ROCS TRANSIT



MONDAY - FRIDAY

DISPATCH HOURS: 8:00A - 4:30A

24 HOUR NOTICE FOR RIDES IS REQUIRED

If you need to make changes to an existing ride that day and it is after dispatcher hours, you must contact the drivers.

Please do not schedule your rides for more than 30 days in advance. Passengers who require a regular ride (work, therapy, school, etc.) may create a standing reservation. It is the rider's responsibility to notify driver of changes or cancellations to a standing schedule. Please Note: If you need to schedule a ride or make changes to an existing ride, you must contact the dispatcher/driver.

ROCS TRANSIT LOCATIONS

AURORA COUNTY TRANSIT: 605-770-6025

BERESFORD-ALCESTER TRANSIT: 605-366-7360

BRANDON CITY TRANSIT: 605-582-3553

(MANAGED BY ROCS)

CANTON TRANSIT: 605-764-0760

BRULE-LYMAN COUNTY TRANSIT: 605-730-1436

KINGBURY COUNTY TRANSIT: 605-830-1676

EAST DAKOTA TRANSIT: 605-256-5810

(MANAGED BY ROCS-MADISON & LAKE COUNTY)

GREGORY COUNTY TRANSIT: 605-830-7216

HARTFORD AREA TRANSIT: 605-906-1483

MINER COUNTY TRANSIT: 605-480-4194

MOODY COUNTY TRANSIT: 605-864-1499

PARKER TRANSIT: 605-360-4974

NORTH SIOUX CITY TRANSIT: 605-582-3553

VIBORG-CENTERVILLE TRANSIT: 605-366-7361

WAGNER TRANSIT: 605-481-8548

(BON HOMME, CHARLES MIX, DOUGLAS & HUTCHINSON)

WESSINGTON SPRINGS TRANSIT: 605-539-1945

WINNER TRANSIT: 605-842-5633

REFUSAL OF SERVICE

ROCS Transit reserves the right to refuse service to any passenger who:

- *Is intoxicated or belligerent towards drivers or other passengers .*
- *Poses a safety or health threat to themselves or others.*
- *Has unreasonable personal hygiene, open wounds or highly contagious diseases.*
- *Is transporting pets without a designated carrier, other than service animals. Transportation of pets must be declared to the driver at the time the ride is scheduled.*

PICK UP OR ARRIVAL TIMES

20 MINUTE WINDOW

ROCS Transit make every effort to arrive as close to the scheduled pick up time as possible. Due to demand of services, arrival times could vary. A 20 minute window has been established for everyone's benefit. If the bus arrives early, please be waiting and ready to leave so the transit service can stay on schedule for all of our passengers.

All passengers should anticipate arrival up to 10 minutes before or 10 minutes after their scheduled pickup time. *Example: If you schedule a 9:00 am pickup, the bus may arrive as early as 8:50 am or as late as 9:10 am. Be prepared to leave at any time within this 20 minute window and schedule your rides accordingly. If you've waited more than 10 minutes after your scheduled pick up time, please contact dispatcher/driver to inquire.*

5 MINUTE RULE

Drivers will wait for 5 minutes after they have arrived at a pickup location before leaving and listing the passenger as a "no show."

If you anticipate being late for your scheduled ride, please call driver to see if we may be able to accommodate you at a later time.

We have this 5 minute rule to keep our buses on schedule and to get our riders to their destinations on time.



RETURN TRIPS

Passengers are required to schedule a return trip pick up time for transportation. A scheduled pick up requires the passenger to be ready at the set time.

If you have scheduled a trip to a medical appointment, you may schedule a 'will call' for your return trip. 'Will call' rides require the passenger to call driver for their return ride. We make every effort to pick up our 'will call' passengers in a timely manner. If a bus does not arrive after 15 minutes please call driver for information on that ride.

Passengers are transported to the destination scheduled with the driver. Drivers will not make any unscheduled stops.

CANCELING RIDES

Passengers who are cancelling their ride should call in at least an hour prior to their scheduled pick up time. If there are repeated 'no shows' due to passengers not cancelling rides, refusal of service may apply.

CURB TO CURB SERVICES

ROCS Transit provides curb to curb service. However ROCS will follow guidelines meeting ADA requirements for those riders needing assistance.

- *Reasonable accommodations will be made to assist passengers with specific needs on a case by case basis.*
- **Private homes:** Our drivers are instructed not to enter past the first door of a private home.
- **Businesses/Medical Facilities/Public Buildings:** When picking up passengers from a business/medical facility/public building, drivers may go to the lobby area. Drivers will not go past the lobby to drop off or pick up passengers. Drivers must be able to maintain "line of sight" with the bus.
- **Apartment Buildings:** Drivers' schedules do not permit them to enter a building to look for passengers who have scheduled a ride.

LIFT CAPABILITY AND SERVICES

ROCS Transit vehicles are equipped with lifts and are for use by anyone. An occupied wheelchair cannot exceed 33 X 51 inches and cannot weigh more than 800 pounds. Transportation cannot be provided for wheelchairs that do not meet these criteria.

Training on how to board and disembark a vehicle with a mobility device will be provided on an as needed basis. Please call driver to schedule training prior to your ride.

The bus and all equipment are to be operated by trained staff only. For safety reasons, passengers or escorts are NOT ALLOWED to assist with operating lift procedures, or any other operating functions of the transit vehicles.

ESCORTS AND GUESTS

An escort is a person who is directly involved in assisting the passenger and may ride free of charge. Any person other than an escort who is riding with the passenger is considered a guest and will be required to pay the regular fare. Escorts are mandatory for out-of-town transportation for anyone requiring assistance with mobility, medication, meals, or other personal or medical needs. This includes, but is not limited to, nursing home and assisted living residents.

The escort must be picked up from the same location as the passenger and returned to the same location as the passenger.

Our drivers are unable to assist passengers with transfers, stairs, etc. Because of this, we encourage passengers who need assistance to use an escort.

VEHICLE BACKING POLICY

Transit drivers have been instructed to avoid backing up transit vehicles. Drivers will not pull in residential driveways or put themselves in a position to which requires backing up.

SEATBELT / RIDING POLICY

For passenger safety, all passengers are strongly encouraged to wear a seat belt.

Passengers must wait for the bus to come to a complete stop before leaving their seat.

Passengers must remain seated at all times while the bus is in motion and be prepared for sudden stops.

ITEMS ON THE BUS

Walkers and Oxygen tanks must be secured properly before driver is allowed to dispatch the vehicle. If needed, ask driver for assistance.

Transit drivers will assist with up to 5 packages per person. The packages cannot take up more than one seat in the vehicle. We do not transport furniture or larger items. All articles brought onto the vehicle must be stowed properly.

The transit system is not responsible for lost or stolen items!

FOOD AND DRINK

There is **NO** eating allowed on transit vehicles.

Drinks can be transported but must remain closed with a tightly secured lid.

There is **NO SMOKING** allowed on transit vehicle.

MEDICAID RECIPIENTS

This public transit is a Medicaid provider. We will need to verify that travel expenses are covered. If there has been a change in your Medicaid coverage, it is your responsibility to notify the driver. All transportation not covered by Medicaid is the passenger's responsibility.

MEDICAL EMERGENCIES

The transit system is not an ambulance service. If you require emergency medical attention, please call 911.

If a medical emergency occurs while driver is transporting a passenger, the driver will call 911 so medical personnel may be notified.

If you have a medical condition you feel we should be aware of, please let driver know prior to scheduling services.

TRANSPORTATION AGES 0-18

- Children under 3 must be accompanied by an adult.
- No child will be transported unless an Emergency Contact Form is completed. This applies to all children riding the bus regardless of the number of times a child will be riding.
- Unattended Children are required to wear a seatbelt.
- It is your responsibility to contact us regarding changes in your child's schedule. For safety reasons, we cannot take information regarding transportation changes from your child or daycare.
- Have children ready to go for morning preschool pickups to ensure all children make it to school in a timely fashion. Buses will arrive at the schools at dismissal time and depart seven minutes later.
- A wave or some other type of acknowledgement from your daycare provider, babysitter, or from a parent indicating someone is present, is needed and appreciated for your child's safety.
- Negative behavior issues, including bullying, will not be tolerated. A child's bus ride should be a positive experience. Drivers have a great responsibility and behavioral issues jeopardize everyone's safety.
- Routes are determined based on the quickest route for all children - there are no guarantees on pick up or drop off times.
- Please contact the dispatcher, driver, or ROCS office if your child has not reached their destination within 45 minutes of pickup time.



WEATHER

WEATHER RELATED ACCESS TO PRIVATE HOMES

For your safety and the safety of our transit staff, it is your responsibility to ensure sidewalks and driveways are accessible.

WEATHER RELATED SERVICE CANCELLATIONS OR SUSPENSIONS

Transit staff will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist making travel unsafe, the transit system reserves the right to suspend service until conditions are favorable. If service is temporarily suspended, all rides, regardless of trip purposes will be cancelled.

WINTER RIDING TIPS

- Keep abreast of weather conditions, which may affect services.
- If streets are icy, allow additional travel time.
- Avoid delay by having the correct fare and being on time.
- Prior to entering the bus, clean footwear of snow and slush so it doesn't gather on the steps or on the floor of the bus, potentially posing a hazard.
- Watch your step at all times, wear your seat belt, and wear appropriate winter clothing.
- Assess your needs to travel and call to reschedule as needed.

PROPER AND ADEQUATE CLOTHING

Passengers and care providers are responsible for ensuring that passengers are dressed properly for their ride. Drivers will not assist passengers with their clothing. Winter attire should include proper coats, hats, gloves, and footwear.

SEVERE WEATHER GUIDELINES

Severe weather may affect transit service. The buses will run slower to be safe in adverse weather. The following service changes may occur at any time hazardous road conditions exist.

- Timed pick up intervals may increase
- Non-essential trips may not be provided
- Bus service on less traveled streets, especially those not plowed, may not be provided
- Alley travel will only be allowed when absolutely necessary for pickup. **NO** backing up. Drivers will determine if have safe clearance of overhead electrical lines, tree branches & proper snow removal.
- In cases of severe weather changes, passengers on buses will be taken home immediately or to the nearest shelter, as deemed necessary

DONATIONS

ROCS Transit is a non-profit organization. All donations are appreciated and can be made in person, by mail or over the phone. Your support through donations, memorials, estate planning, etc. are humbly appreciated and accepted.

APPEALS PROCESS

If you think that you have been discriminated against by the transit service, a written appeals process can be initiated by writing to:

Rural Office of Community Services
106 West Ave SW
PO Box 547
Wagner, SD 57380

Appeals may also be presented in person at the above address. Please call the office in advance if special accommodations or requirements will be needed. Questions concerning the appeals process can be answered by the ROCS EEO at 605-384-3883. ROCS is committed to providing non-discriminatory service.

GENERAL COMPLAINTS

General Complaints will be thoroughly investigated and addressed. To make a general complaint, please contact:

Transit Program Director
Scott Fink
605- 481-0008
sfinck@rocsinc.org

ROCS Executor Director
Peter Smith
605-384-3883
psmith@rocsinc.org

ROCS is an equal opportunity provided and employer.

