

TRI-CAP TRANSIT CONNECTION SERVICE POLICY

Description of Service

Tri-CAP Transit Connection is a public bus transportation program operating within Benton Morrison and Stearns Counties. In Morrison County, Tri-CAP provides bus service under the name MorrTrans. Tri-CAP is committed to providing safe, dependable, affordable and courteous transit service to the residents of Benton, Morrison and Stearns Counties. All buses are handicapped accessible. We provide curb-to-curb service. Advance reservations are recommended.

Non-Discrimination

Tri-CAP Transit Connection will not discriminate against any individual. There are no income or age restrictions on this service. Tri-CAP provides equal opportunity in all services, activities, programs and employment practices without regard to race, color, sex, religion, political affiliation, national origin, age, marital status, height, weight, disability or sexual orientation. Certified service animals are allowed to ride on Tri-CAP buses and we ask that other passengers refrain from touching or talking to them. The owner must stay with the service animal and keep it under control at all times.

Hours of Operation & Office Closings

Hours of operation are Monday through Friday, from 7:00 a.m. to 5:00 p.m. In addition, messages can be left on our voice mail system after hours, on weekends and holidays, however messages are not reviewed until the next regular business day. The office will be closed and there will be no bus service on New Years Day, Good Friday afternoon, Memorial Day, July 4, Labor Day, Thanksgiving Thursday & Friday, Christmas Eve and Christmas Day.

Weather or emergency closings will be announced on the office voice mail and also on the following radio stations: WJON AM 1240 and WWJO FM 98.1 in St. Cloud, KASM AM 1150 and KDDG FM 105.5 in Albany and KLTF AM 960 and KFML FM 94.1 in Little Falls. Bus service may be cancelled or limited to plowed roads only depending on circumstances. In uncertain or potentially threatening weather, it is up the passenger to find out if the buses are running. Tri-CAP is unable to call individual passengers to inform them of weather cancellations.

Reservations

All requests for bus service are to be made by calling the central dispatch center at 320-202-7824 or 1-800-600-7498, or 1-877-457-4318. Reservations can be made up to two weeks in advance, but should always be made at least one business day ahead.

Fares

The exact fare or token is due at the time of boarding. Drivers cannot make change.

Community "in town" trips are \$1.25 per boarding or stop, due at time of each boarding or stop. Rural trips (between cities or rural to city) are \$3.00 per boarding or stop. Any additional stops on rural trips will be charged at the appropriate rate, that is an additional stop within a community will be \$1.25, an additional stop that is rural or between two

cities is \$3.00, however additional stops will be limited depending on the needs of other passengers being transported.

Child and Student Fares:

When transported from the same origin and destination as a paying parent or guardian:

- Up to two children age 5 and under can ride free.
- Up to two additional children age 5 and under can ride at ½ fare.
- Up to four students ages 6 to 17 can ride at ½ fare.
- A maximum of four children and/or students can ride under free or discounted fares.

Children or students who are part of a special outing or group trip will pay regular full fare and do not qualify for the free or discounted fares.

Non-payment of fares will be cause for suspension of services until the outstanding bill is paid in full.

Passenger Assistance

Tri-CAP Transit Connection provides curb-to-curb service. Drivers are not permitted to enter a passenger's home. Passengers must be ready and waiting at the door when the bus arrives. All wheelchair passengers must have a ramp at their home. Under no circumstances will the driver take a wheelchair up or down steps. For safety reasons, passengers using a three-wheel electric cart may be asked to transfer to a bus seat. All wheelchairs and electric carts must fit properly on the lift mechanism and must be secured safely in order for the bus to transport. Passengers who are unable to care for themselves or whom the bus driver has difficulty handling, either on the bus or at the origin or destination will be required to have an assistant ride with them.

Drivers are not required to assist passengers with packages. Items carried on to the bus such as packages, back packs, suitcases, pet carriers, etc., must remain with the passenger at all times and may not obstruct the aisle or wheelchair securement area. For the safety of passengers and drivers, bicycles or other non-securable items are never permitted on the bus.

Buses cannot wait for a passenger at the bank, post office, etc.

Pick Up Window and No-Show Policy

You must allow a ten minute window on either side of your scheduled pickup time on the Dial-A-Ride routes, as the bus may be running either early or late due to scheduling, weather or traffic conditions. For example, if you are scheduled for a 9:00 pickup, the bus could arrive between 8:50 and 9:10. The bus will wait three minutes after the scheduled pick up time for a passenger. In this example, if the bus arrived at 8:57 it would wait until 9:03 and if the passenger did not come out to board, the bus will leave and the trip will be recorded as a no-show appointment as described below.

A no-show means any of the following:

1. A passenger who is not at the designed pick up point within the scheduled pick up window, and has not cancelled the trip.
2. A passenger who decides not to ride after the vehicle has arrived for the scheduled pick up.
3. A passenger who cancels with less than 24 hours notice.

A passenger who has a no-show as defined above will be issued a warning letter within three working days of the offense for each occasion and could risk suspension from use of the service under the following guidelines:

- ◆ Within a three-month period beginning on the date of the first no-show warning, two warning letters will be mailed to the no-show passenger. If a third no-show occurs during the three-month period, the passenger will be suspended from using the service for 30 days. If the three-month period expires before three no-shows occur, the clock starts over for that passenger.
- ◆ Within a 12-month period beginning on the date of the first no-show warning that resulted in a 30-day suspension, the second and any subsequent suspension would be for 60 days.

Ride Cancellations

Ride cancellations should be made 24 hours in advance whenever possible. At the discretion of the Tri-CAP office staff, cancellations of less than 24 hours may be defined as no-show appointments, and follow the warning procedure outlined above. Just as with no-show appointments, repeat cancellations could result in suspension from service.

Passenger Conduct and Responsibility

All passengers will behave in a courteous manner at all times with consideration for fellow passengers as well as for Tri-CAP staff. Smoking or use of other tobacco products and consumption of food or beverages is prohibited. Passengers using inappropriate language, engaging in horseplay, fighting or hitting, in possession of illegal drugs or who lack personal hygiene will not be permitted to utilize Tri-CAP's transportation services. Shirt and shoes are required.

Children who ride alone must be responsible enough to wait at the designated pick up location for the arrival of the bus and old enough to care for themselves once they are on the bus.

Passenger Comments and Complaints

Comments and complaints are to be registered with the Transit Director by calling local 320-257-4445, or toll free 1-800-600-7498, or by writing to Tri-CAP Transit Connection Director, P.O. Box 683, Waite Park, MN 56387.

Tri-CAP's Responsibilities

Tri-CAP Transit Connection is responsible for providing clean, reliable, safe and efficient transit services. We do not take responsibility for any items left on the bus however; we will make an attempt to return found items to the rightful owner.

Tri-CAP Transit Connection abides by all applicable federal, state and local regulations. Tri-CAP maintains a drug and alcohol free workplace.

Tri-CAP Transit Connection reserves the right to refuse service to anyone who violates any of these service standards.

Potentially unsafe conditions for passengers and/or vehicles may require changes in routes or schedules. Passengers will follow the instructions of the bus driver in the event of an emergency.