

Passenger Behavior

Passengers are expected to conduct themselves in a manner that shows courtesy and consideration of other persons. Eating, drinking, and smoking are prohibited as well as possessing weapons, illegal drugs, and open containers of alcohol.

Inappropriate behavior includes, but is not limited to, using offensive language, bothering other passengers, and fighting. If the driver feels a passenger's behavior is inappropriate, the passenger will be asked to stop the inappropriate behavior. If the behavior continues, the passenger will be asked to leave the bus. If necessary, the police will be called to remove the passenger.

The Faribault Flyer reserves the right to refuse service based upon violation of the above standards.

Passenger Assistance

Passengers are restricted to two carry-on packages. The driver will not assist passengers with packages or other personal items. Passengers are responsible for securing carry on items and personal belongings (including strollers) and assuring the aisle and wheelchair securement area are not

obstructed. The Faribault Flyer is not responsible for items left on the bus or damage due to passengers' failure to properly secure belongings.

The driver will assist passengers needing to utilize the lift. The lift can be used for wheelchairs as well as ambulatory individuals that are unable to negotiate steps. Passengers who are unable to independently get in and out of the vehicle should have a personal care attendant or companion present for assistance.

The driver may, at his/her discretion, assist frail passengers in adverse weather conditions.

Important Phone Numbers

Schedule information	339-1781 or 334-0100
Hearing impaired service	333-0397
Off route service	339-1781

A copy of the complete Service Policy is available by contacting Kim Lang, Community Development Coordinator, at 507-333-0376 or by emailing klang@ci.faribault.mn.us



Bus Schedule

Effective June, 2010

City of Faribault

208 1st Avenue NW
Faribault, MN 55021
507-334-2222

www.ci.faribault.mn.us

Fares

Single Ride	\$1.25
Bus Pass (10 rides)	\$11.00
Youth Pass (ages 5-17)	\$7.00
Children (under the age of 5)	FREE

Please have exact fare ready when boarding the bus. The driver cannot give change.

Passes can be purchased from the bus driver or the City of Faribault's Community Development office, third floor of City Hall, 208 1st Avenue NW.

Youth passes will be available in three cycles throughout the year:

- January 1 – Memorial Day,
- Memorial Day – Labor Day, and
- Labor Day – December 31

Youth passes can be purchased at the Buckham Library, Community Center, Community Development office, and from the bus driver.

Schedule Information

Bus schedules are available at City Hall, the Buckham Center, and on the bus. To obtain route and schedule information, please call **339-1781** or **334-0100** or www.ci.faribault.mn.us.

Hours of Service

Monday-Friday....	6:30 a.m. – 6:30 p.m.
Saturday	7:30 a.m. – 4:30 p.m.
Sunday	8:30 a.m. – 3:30 p.m.

Bus service will not be provided on the following holidays: New Year's Day, Easter Sunday, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

The Faribault Flyer will not operate if road conditions are deemed unsafe. Please listen to KDHL, 920 AM, for weather related announcements.

Off Route Service

The Faribault Flyer has an established route that serves the major thoroughfares and popular destinations in Faribault. However, if you live more than 4 blocks from the established route or have difficulty walking that distance, off route service maybe available. You may call the bus driver for a pick-up at an intersection in your neighborhood. Door-to-door service will be provided as appropriate under the Americans with Disabilities Act. The bus driver will let you know the first available time and pick-up location.

Off route requests will be scheduled on a first call-first served basis. It is recommended that reservations be

made 24 hours in advance, but two hour notice is required. Reservations are required for any location not on the route, including return trips. Reservations can be made up to 7 days in advance.

Two deviations can be accommodated within each half of the hour-long route with the exception of 7:30-9:30 a.m. and 1:00-4:00 p.m. when standing reservations are already scheduled. No additional deviations can be scheduled during these hours. The driver will suggest an alternate pick-up time if your request cannot be met.

Cancellations/No Show Policy:

Reservations must be cancelled at least two hours before the scheduled pick-up time. A No Show occurs when an individual misses his/her scheduled pick-up time or does not give the required cancellation notice. If an individual has three no-shows within 30 days, service will be denied for two weeks.

Handicap Accessibility

The bus is equipped with a wheelchair lift. Twenty-four hour notice is encouraged for any passenger needing the use of the lift as space is limited. Hearing impaired (TDD) service is available by calling 333-0397.