

## **SERVICE POLICY**

The Faribault Flyer  
City of Faribault, MN  
208 NW 1st Avenue  
Faribault, MN 55021  
507-334-2222

### **Mission Statement**

It is the mission of Faribault's mass transit system, the Faribault Flyer, to provide efficient, effective, and quality bus service to the citizens of the City of Faribault.

### **Description of Service**

The City of Faribault operates a flexible route bus system with route deviation for disabled persons pursuant to the Americans with Disabilities Act of 1990 and transit dependent persons who do not live on or close to the route. Service is provided within the boundaries of the City of Faribault.

The Faribault Flyer has an established route that serves the major thoroughfares and popular destinations in Faribault. However, for persons living more than 4 blocks from the established route or who have difficulty walking that distance, off route service may be available. Persons may call the bus driver to schedule a pick-up at a neighborhood intersection. Door-to-door service will be provided as appropriate under the Americans with Disabilities Act. The bus driver will let the caller 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 the request time cannot be met.

The posted schedule is approximate and may vary depending on off route requests. Passengers should be ready to board the bus five minutes before the scheduled time. For route and schedule information, contact the driver at 339-1781 during hours of operation or the Community Development office at 334-0100 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

## **Hours of Service**

Hours of service are as follows: Monday through Friday from 6:30 a.m. to 6:30 p.m.; Saturday from 7:30 a.m. to 4:30 p.m.; and Sunday from 8:30 a.m. to 3:30 p.m.

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

Service will not be provided on the following holidays: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day. Reduced service may precede or follow holidays.

## **Fares**

Bus fare is \$1.25 for individuals five (5) years of age and older. Children under five (5) ride free with a paid adult. A bus pass is available at a cost of \$11.00 for ten (10) rides. Passes can be purchased from the bus driver or at the Community Development office. Youth passes are also available at a cost of \$7.00 for unlimited rides. Youth passes are 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 Memorial Library and Community Center in addition to City Hall and from the bus driver.

Please have exact change ready when boarding the bus. Drivers do not carry change.

## **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. This prevents the bus from being rerouted and denies other passengers service. If an individual has three no shows within 30 days, service will be denied for two weeks.

## **Passenger Assistance**

The Faribault Flyer provides curbside service utilizing a flexible route. Drivers are prohibited from assisting passengers on and off the bus. Passengers who need assistance to board and disembark the bus must make arrangements to have a companion travel with them. The companion would not be required to pay the regular bus fare.

The bus driver will assist wheelchair passengers through the use of the wheelchair lift and securement devices. If the disabled person is not able to get him/herself to curbside or to the destination point, he/she must arrange for an assistant/companion. One assistant/companion may

ride free when assisting a wheelchair passenger. The companion must board and deboard at the same location as the passenger being assisted.

Passengers needing to use the wheelchair position are asked to call the bus driver directly at 339-1781 two hours in advance so the driver can be notified of the pick-up and destination points. This allows the driver time to prepare to load a wheelchair, resulting in time savings when arriving at the pick-up point. Passengers must be ready to board the bus when it arrives. Calling in advance is also a courtesy to others who need to use the wheelchair position. It allows staff to 'schedule' passengers so someone doesn't go to the curb to wait and then is unable to board the bus when it arrives because the wheelchair position is already occupied.

Passengers must restrict carry-on packages to an amount he/she can comfortably carry on his/her own. The driver is not able to assist passengers with packages or other personal items.

### **Americans with Disabilities Accommodations**

The Faribault Flyer is dedicated to providing equal access to its transportation service for persons with disabilities. Thus, the Faribault Flyer has adopted a route deviation policy whereby the vehicle will deviate off the route anywhere within the service area. The specific destination point will be reached as soon as possible according to the route schedule. Persons needing this service are encouraged to call the bus driver at 339-1781 a minimum of two hours in advance to schedule the trip. For access through a TDD, please call the Community Development office at 333-0397.

In determining obligation under ADA, the term disability means: 1) a physical or mental impairment that substantially limits one or more major life activities of the individual; 2) a record of such impairment; or 3) being regarded as having such an impairment. Further, an impairment is defined as any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculo-skeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine; or any mental or psychological disorder such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The impairment must be one which substantially limits a major life activity. Such activities include caring for oneself, performing manual tasks, and walking. Minor or trivial impairments or those expected to be of a temporary duration are not regarded as a substantially limiting impairment for the purposes of ADA.

If an individual meets any one of the above three definitions, he/she is considered an individual with a disability under ADA.

## **Passenger Conduct and Responsibilities**

The bus driver is responsible for the safe operation of the bus and, therefore, the behavior of passengers while on the bus. For the safety of everyone on board the vehicle, passengers must follow all instructions given by the bus driver.

Passengers riding the Faribault Flyer are expected to conduct themselves in a manner that shows courtesy and consideration of others and others' property. Inappropriate on-vehicle behavior includes, but is not limited to, eating, drinking, smoking, using foul language, bothering other passengers, horseplay, fighting, carrying weapons, possessing illegal drugs, and having open containers of alcohol on the vehicle. If the driver feels a passengers' 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.

Passengers are responsible for securing carry-on items and personal belongings.

Passengers are responsible for complying with the fare structure.

Animals shall not be permitted aboard the bus except under the following conditions.

- Seeing eye dog when properly leashed; and
- if an animal is caged or in a container and will not be a nuisance or hazard to other passengers.

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

## **Stroller Policy**

All strollers must be foldable. Children should be taken out of the stroller before boarding the bus. Fold the stroller, carry it on the bus, and place it away from the aisle during the ride. Unfolded strollers block the aisle for other passengers.

## **Passenger Comment/Concerns Procedure**

The Faribault Flyer is committed to providing quality service and being responsive to passenger comments, whether in the form of a commendation or complaint. Commendations or complaints may be filed in writing or by calling the Transit Coordinator, Community Development office. Passenger input is always welcome.

If or when a complaint is received, it will be kept confidential. Each complaint will be investigated and dealt with as warranted. The person filing the complaint will be provided with a written response.

### **Faribault Flyer Responsibilities**

The Faribault Flyer is committed to providing clean, safe, and reliable service. The bus driver is responsible for making daily pre-trip inspections to assure all systems are in good working order when the bus leaves the garage. Additionally, the bus is serviced regularly by trained mechanics.

The transit system is not responsible for passengers' items left on the bus. At the end of the day, the driver will check the bus for lost articles. To inquire about a lost item, call the bus driver at 339-1781.

The Faribault Flyer abides by all applicable state, federal, and local regulations and carries insurance that minimally meets the legally mandated limits.

The Faribault Flyer has adopted and enforces an alcohol and drug free workplace policy.

### **Safety**

The Faribault Flyer is committed to the safe operation of its vehicles. The buses meet all safety checks before being put into service. Each vehicle is also inspected on an annual basis by the State of Minnesota.

All Faribault Flyer drivers have proper licenses and receive training in the areas of passenger assistance, defensive driving, first aide, and emergency procedures.

Passengers must remain seated until the bus comes to a complete stop. Passengers are encouraged to wear seatbelts. Wheelchairs are to be securely fastened in accordance with procedures specified for the equipment.

### **Hazardous Conditions**

The transit system is occasionally forced to discontinue service for the safety of the driver and passengers due to hazardous driving conditions. There is no cut and dry policy on when the Faribault Flyer will not provide service. Each incident is reviewed on a case by case basis. If service is interrupted, it is the City's goal to resume service as soon as conditions warrant. Announcements regarding late starts or discontinuation of service will be made on KDHL Radio.

**Emergency Procedures**

In the case of an accident or on-vehicle emergency, passengers must follow the driver's instructions. If evacuation is necessary, remain calm, evacuate in an orderly fashion, stay a safe distance off the roadway, do not smoke anywhere near the vehicle, and wait for further instructions from the driver. In case of an injury or illness while on board the bus, passengers should notify the bus driver immediately.

**Non-Discrimination Policy**

The Faribault Flyer will not discriminate on the basis of race, color, disability, age, religion, sex, or national origin. Any individual who feels he/she has been denied the opportunity for service and wishes to file a complaint of discrimination should write to the City of Faribault, Department of Community Development, 208 NW 1st Avenue, Faribault, MN 55021.