

# **SERVICE POLICY**

## **Nidaamka Adeegga**

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

### **Weedha Hawlgalka (Mission Statement)**

Hawlgalka hanaanka gaadiidka rayidka Faribault, Faribault Flyer waa inuu siiyo muwaadiniinta magaalada Faribault adeeg bas ku filan, tayo iyo waxtarna leh.

### **Ooexidda Adeegga (Description of Service)**

Magaalada Faribault ayaa ku shaqaysa habdhis khad bas laab-laabmi og, iyadoo wadada ama khadka loo weecinayo dadka naafada ah sida uu qabo Xeerka Marayka Naafada qaba ee 1990 (Americans with Disabilities Act of 1990) iyo dadka ku tiirsan gaadiidka dadweynaha, aanna ku noolayn, ama u dhawayn marinnada/khadka. Adeegyadaasi waxaa laga bixinayaa xuduudda/soonaha magaalada Faribault.

Faribault Flyer ayaa leh marin/khad la aasaasay una adeega inta badan khidmad bixin meelaha caanka ah ee Faribault. Arrintu si kastaba ha ahaatee, dadka ku nool wax ka badan 4 baloog ee marinka/khadka la aasaasay, ama ku dhib qaba inay masaafadaasi socodaan, adeegyo marinka/khadka ka baxsan ayaa laga yaabaa inay heli karaan. Qofkaasi ayaa wici kara wadaha baska, si uu u qabsado waqti laga soo qaado is-goyska jiiraankooda/dariskooda ah. Adeegga ah min albaab ilaa albaab (Door-to-door service) lagu siin doonaa sida munaasibka ku ah ee Xeerka Naafada Maraykanka. Wadaha baska ayaa u sheegaya soo wacaha inuu ogaado waqtiga ugu horreeya ee la heli karo iyo meesha laga qaadayo.

Codsiyada adeegyada ka baxsan marinnada/khadka ayaa ku salaysan sida loo soo kala horreeyo (on a first call-first served basis). Waxaa lagu talinayaa inaad dhigaal (reservation) qabsato 24 saacadood ka hor, balse ogeysiinta waxaa loo baahan yahay ;labo saac ka hor. Dhigaal qabsiga ayaa looga baahan yahay goob kasta een marinka/khadka ku jirin, ayna ka mid tahay socdaalka soo noqoshada.dhigaal qabsiga ayaa la samaysan karaan 7 beri ka hor.

Labo weecasho ayaa lagu tala gali karaa nuse saac kasta ee marinka/khadka saacadda qaadanaya, marka laga reebo 7:30-9:30 galinka hore iyo 1-4 galinka dambe. Marka boos-celin hore loo samaystay ay weli jirto, Leexasho ama weecasho dheeraad ah lama samayn karo saacadahaasi.

Wadaha/shufeerka ayaa talo ka bixinaya waqti kale ee la qaado haddii aan waqtiga la qabsaday suuragal ahayn.

Jadwalka dheggani waa kan ugu dhow, waana kala duwanaan karaa iyadoo ku xiran codsiyada marinnada/khadka ka baxsan ee la dalbaday. Rakaabku waa inay diyaar u noqdaan inay baska raacaan shan daqiiqo ka hor waqtiga jadwalka. Haddii aad u baahan tahay marinka/khadka iyo macluumaadka jadwalka, kala xiriir wadaha/shufeerka lam. 339-1781 saacadaha shaqada ama Xafiiska Horumarinta Bulshada lam. 334-0100 inta u dhexaysa 8 aornimo. iyo 5 galabnimo. Isniinta ilaa Jimcada..

### **Saacadaha Shaqada (Hours of Service)**

Saadaha shaqadu waa sidan: Isniin ilaa Jimce 6:30 aroornimo. Ilaa 6:30 galabnimo.; Sabtida 7:30 aroornimo. ilaa 4:30 galabnimo.; iyo Axadda 8:30 aroornimo. ilaa 3:30 galabnimo.

Faribault Flyer ma shaqaynayo hadii xaaladda waddooyinku aanay ammaan ahayn. Fadalan ka dhegayso ogeysiisyada cimmilada la xiriira idaacadda KDHL, 920 AM.

Maalmaha feystoyinka soo socdo wax adeeg ahi ma jiraan: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, iyo Ciidda Masiixiga (Christmas Day). Adeegyada oo la dhimo ka horrayn kara ama raaci kara feystooyinka.

### **(Khidmadaha (Fares))**

Khidmadda basku waa \$1.25 qofkii jira shan (5) sano ama ka weyba. Ilmaha ka yar shan (5) sano ayaa lacag la'aan ku raaci kara qofka qaan gaarka ah ee lacagta bixiya. Bas ku raac ayaa diyaar ku ah kharaj dhan \$11.00 toban (10) jeer bas-ku-raac. Bas ku raaca ayaa laga iibsaa karan wadaha/shufeerka baska ama Xafiiska Horumarinta Bulshada. Bas raac dhallinyarada ayaa sidoo kale diyaar ku ah khidmad dhan \$7.00 bas raac aan xad lahayn. Bas raaca dhallinyarada ayaa saddex jeer sannadka oo idil diyaar ah: Jannaayo 1 – Memorial Day, Memorial Day – Maalinta Shaqada (Labor Day), and Labor Day – Diseember 31. Bas raaca dhallinyarada ayaa laga iibsaa karaan Buckham Memorial Library iyo Xaruunta Bulshada (Community Center) ayna ka mid tahay Dawladda Hoose (City Hall) iyo wadaha/shufeerka baska.

Fadlan diyaarso khidmadda bas raaca oo go'an markaad baska raacayso. Wadayaashu/shufeerradu ma sitaan sarrif.

### **Baajinta/Nidaamka Maqnaansho (Cancellations/No Show Policy)**

Dhigaal/boos qabsiga (Reservations) waa in la baajiyo ugu yaraan labo saacadood ka hor waqtiga jadwalka soo qaadista. Maqnaansho/imaatin la'aan ('no show') wuxuu dhacayaa marka qofku ka baaqdo waqtiga isaga/iyada la qaadi lahaa ama aanu bixin ogeysiiska baajinta. Tani

waxay ka hortagaysaa in basku marinkaasi aado, uuna diido adeegga rakaab kale. Haddii qofi uu saddex jeer maqnaado/gooyo muddo 30 beri gudahood ah, adeegga ayaa loo diidayaa muddo labo asbuuc ah.

### **Kaalmada Rakaabka (Passenger Assistance)**

Faribault Flyer ayaa siiya adeeg ku siman waddo lugeedka marka la adeegsanayo marin/khad la isku bedelanayo. Wadayaasha/Shufeerrada waxaa ka mamnuuc ah inay ku caawiyaan rakaabka soo koridda iyo ka degista baska. Rakaabka u baahan in laga caawiyo in baska la saaro ama laga dejiyo waa inay wataan wehel /rafiiq ayaga la safra. Rafiiqa ama qofka loogama baahna inuu bixiyo khidmadda caadiga ah ee baska.

Wadaha/Shufeerka basku wuxuu caawinayaa rakaabka ku socda kursiga lugaha leh, iyadoo la adeegsanayo qalabka kursiga lugaha leh lagu qaado iyo aalad ammaan leh. Haddii qofka naafada ahi aanu/aanay awoodin in isagu/iyadu gaari karin wadada qarkeeda ama halka uu/ay ku socdo/socoto, isagu/iyadu waa inuu/inay soo diyaarsado/diyaarsato kaaliye/wehel. Hal kaaliye/wehel ayaa lacag la'aan bask ula raaci karo marka la caawinayo rakaab kurigsiga lugaha leh ku socda. Wehelku waa inuu saaro, kana dejiyo isla goobta rakaabka lagu caawinayo.

Rakaabka u baahan meel kursiga lugaha leh, ayaa la weydiinaya inay wadaha/shufeerka toos uga soo wacaan 339-1781 laba saacadood ka hor, si wadaha loogu wargaliyo meelaha joogsiyada laga qaadayo. Tani waxay u oggolaanaysa waduhu inuu u diyaar garoobo inuu raro kursiga lugaha leh, una baajinaysa waqti marka uu imaanayo goob wax laga qaadayo. Rakaabku waa inay u diyaar garoobaan inay baska fuulaan marka uu yimaado. Hore oo loo soo Waco ayaa sidoo kale ah xurmayn kuwa kale ee doonayo inay isticmaalaan goob gaariga lugaha leh. Waxay u oggolaanaysaa shaqaaluhu inay qorsheeyaan, si aan qof ugu sugin goobta, isla markaasna uu awoodi waayo inuu baska soo raaco marka uu yimaado, maxaa yeelay meeshii kursiga lugaha leh ayaa buuxda/la fadhiyaa.

Rakaabku waa inay ku xadeeyaan boorsooyinka ay qaadanayaan cadad uu/ay isagu/iyadu qaadi karo/karto. Waduhu ma awoodo inuu ku caawiyo rakaabka waxyaabaha ay sitaan iyo shayadooda gaar.

### **Daboolidda Baahida Maraykanka Naafada Qaba (Americans with Disabilities Accommodations)**

Faribault Flyer waxaa ka dhab ah inuu siiyo dadka naafada qaba tas-hiilaad adeegyo gaadiid loo siman yahay. Marka, Faribault Flyer ayaa hirgaliyey nidaam jid weecin halkaasoo gaadiidku ka weecan karo marinka/khadka ka mid ah nawaaxiga uu ka shaqeeyo. Meesha khaaska ahna waxaa la gaarayaa sida ugu dhakhsiiyo badan marka loo eego jadwalka marinka/khadka. Dadka u baahan adeegyadan ayaa lagu dhiirrigalinayaa inay ka soo wacaan wadaha/shufeerka baska lam. 339-1781 ugu yaraan laba saacadood ka hor, si ay jadwalka u gashadaan safarka. Haddii aad u

baahan tihiiin tas-hiilaadka Adeegyada Isgaarsiinta Dhagoolayaasha (TDD), fadlan ka wac Xafiiska Horumarinta Bulshada (Community Development office) lam. 333-0397.

Si loo garwaaqsado waajibka Daboolidda Baahida Maraykanka Naafaqda Qaba (ADA), eray bixinta naafada macnaheedu waa: 1) Ka daciifsanaan/ka liidasho dhinaca jirka iyo maskaxda taasoo si xooggan u xadidayda mid ama ka badan ee waxqabadyada nololeed ee shakhsi; 2) diiwaan hayn daciifsanaanta; ama 3) loo tixgelinayo inuu qabo daciifsanaan. Intaasi waxaa dheer, daciifinnimo waxaa loo qeexay/fasiray nidaam-darro qaabka xubnihiisu u shaqeeyaan ama xaalad, fool-xumayn quruxda ama dhumis hab-dhiska jirka saamaynayana mid ama ka badan hab-dhisyada hannaanka oogada ee soo socda: dareemayaasha jirka, murqaha iyo qalfoofka, xubnaha dareenka khaaska ah, hab-dhiska neefsigga (uuna ka mid yahay xubnaha hadalka), Wadnaha iyo dhiigga, dheef-shiidka, xubnaha taranta iyo kaadi-mareennada (genitourinary), dhiigga iyo hawl bawlayaasha (hemic and lymphatic), maqaarka iyo dheecaanka qanjirrada (skin, and endocrine); ama nidaam darro dhinaca jirka iyo maskaxda, sida maskaxdiisa daahsan/dambaysa, xaalad xubin maskaxeed aan caadi ahayn lagu aqoonsado (organic brain syndrome) , jirro kasta dhinaca dhimirka ama maskaxda (emotional or mental illness), iyo naafo khaas ah ee dhinaca waxbarashada. Waxyeelayntu waa inay ahaataa mid si xooggan u xadidayso waxqabadyada nololeed. Waxqabadyadaasi waxaa ka mid ah sida qofku isu daryelayo, samaynta waxyaabaha gacanta laga qabto, iyo socodka. Waxyeelaynta yar ama maala-yacniga ah (Minor or trivial impairments) ama kuwa la filayo inay yihiin muddo gaaban, looma aqoonsana waxyeello xooggan oo xadidayda ujeedada Daboolidda Baahida Maraykanka Naafada Qaba (ADA).

Haddii uu qofku buuxiyo/ekeeyo mid ka mid ah saddexda fasiraad ama qeexid ee sare, isaga/iyada waxaa loo aqoonsanaya qof Naafo qaba sida uu qabo xeerka Daboolidda Baahida Maraykanka Naafada Qaba (ADA).

### **Mas'uuliyadaha & Akhlaaqda Rakaabka (Passenger Conduct and Responsibilities)**

Wadaha/shufeerka baska ayaa mas'uul ka ah ammaan socodka baska, sidaas darteedna, akhlaaqda rakaabka inta ay baska saran yihiin. Si loo ilaaliyo ammaanka rakaabka baska saaran oo dhan, rakaabku waa inay raacaan tilmaamaha uu bixiyo wadaha/shufeerka basku.

Rakaabka saaran Faribault Flyer ayaa laga rajeynayaa inay iskood anshax ugu yeeshaan muujinaya xurmo iyo tixgelin dadka kale iyo hantidooda. Anshax xumada baska guduhiisa ah waxaa ka mid ah, balse ku koobnayn cunid, cabitaan, sigaar buufin, isticmaal luqad khaldan, dhibid rakaabka kale, cayaar badan, dagaal, sidasho hub, haysasho maan-dooriyeyaal aan sharci ahayn, iyo shay aalkolo ku jirto oo furan baska lala soo raaco. Haddii wadaha/shufeerka basku dareemo in akhlaaqda rakaab aysan habboonayn, rakaabkaas waxaa la weydiinayaa inuu joojiyo anshax xumada. Haddii anshax xumadu sii socoto, rakaabka waxaa la weydiinayaa inuu baska ka dego. Haddii loo baahdana, booliis ayaa la wacayaa, si uu rakaabkaasi baska uga dejiyo.

Rakaabka ayaa mas' uul ka ah inay xafitaan waxyaabaha ay sitaan iyo waxyaabaha gaarka u ah.

Rakaabka ayaa mas' uul ka ah inay raacaan qaabka khidmadda.

Xayawaanka looma oggolaanayo in baska la soo saaro, marka laga reebo xaaladaha soo socda:

- Eyga dadka haga marka si munaasiba hoggaan qoorta ugu xiran yahay; iyo
- Haddii xayawaanka qafis ku jiro ama shay, lab iyo qas toonna lahayn ama khatar ku ahayn rakaabka kale.

Faribault Flyer ayey u gaar tahay xuquuqda diidmada adeegga ku salaysan ku xad-gudubka heer-naqdiga sare ku xusan.

### **Nidaamka Gaariga Ilmaha lagu qaado (Stroller Policy)**

Dhammaan gaariyadu waa inay noqdaan kuwo la laalaabi karo. Carruurta waa inaanay ku jirin gaariga ilmaha lagu qaado inta aanay baska soo galin. Laalaab gaariga, kaddibna baska ku qaado, dhigna meel ka baxsan wadiiqada la marayo inta aad baska saran tahay. Gaariyada aan la laalaabin ayaa xannibaya wadiiqooyiinka rakaabku maraan.

### **(Faallada Rakaabka/Hanaanka Cabashada (Passenger Comment/Concerns Procedure)**

Faribault Flyer ayey ka dhab tahay inay bixiyaan adeeg tayo sare, isla markaasna ay ka warceliyaan faallada rakaabka, ha ahaanto hab ammaan ama cabasho. Ammaanta ama cabashada ayaa lagu xarayn karaa hab qoraal ama iyadoo la wacayo Xiriiriyaha Gaadiidka Dadweynaha (Transit Coordinator), Xafiiska Horumarinta Bulshada (Community Development office). Warcelinta/ra'yiga rakaabka mar walba waa la soo dhawaynayaa.

Haddii ama markii dacwadi na soo gaarto, waxay ahaanaysaa mid qaarsoodi ah. Dacwad kasta waa la baarayaa, waxaana loola dhaqmayaa damaanad qaad. Qofka dacwadda xaraynaya waxaa la siinayaa jawaab qoraal ah.

### **Mas'uuliyadda dhambaal wadaha Faribault (Faribault Flyer Responsibilities)**

Faribault Flyer waxaa ka go'an inuu siiyo adeeg bas nadiif ah, ammaan ah, la iskuna hallayn karo. Wadaha baska ayaa mas' uul ka ah inuu sameeyo maalin kasta safarradda ka hor, baaritaan, isla markaasna xaqiijio in dhammaan hannaanka oo idil ay wanaagsan yihiin, shaqaynayaanna inta aan basku ka bixin hoosada/garaashka. Waxaa intaasi dheer, in ay si jooqto ah baska u dayactiraan makaanigiin/farsamo yaqaanno tababaran.

Gaadiidka dadweynuhu mas' uul kama aha waxyaabaha ay rakaabku baska ku dhex hilmaamaan. Maalintu marka ay dhammaato, wadaha/shufeerka ayaa baska ka baaraya waxyaabo ama alaabo lagu halmaamay. Haddii aad doonayso inaad weydiiso waxyaabo kaa lumay, wadaha/shufeerka

baska ka wac lam. 339-1781.

Faribault Flyer ayaa adeeca dhammaan qawaanniinta gobolka, dawladda dhexe (federal) iyo qawaanniinta gudaha magaalada, isla markaasna xaqiijiya inay ugu yaraan ka soo baxaan ilaa xadka waajib ahaanta u saaran.

Faribault Flyer ayaa dhaqan galiyey fuliyana nidaamka maan dooriyaha iyo aalkolada ee goobaha shaqada.

### **Ammaanka (Safety)**

Faribault Flyer ayey ka go'an tahay ammaan qab u wadista gaadiidkooda. Basaska ayaa buuxiya dhammaan baaritaankooda ammaannimo inta aan la hawl galin. Gaari kasta ayaa gobolka Minnesota u baaraan hab sannadle ku salaysan.

Dhammaan wadayaasha/shufeerrada Faribault Flyer ayaa leh ruqsad wadis nidaamsan, isla markaasna laga tababaraa dhinacyada kaalmaynta rakaabka, waditaanka feejignaanta dheeraadka ah leh (defensive driving), gar-gaarka degga ah iyo habraaca xaaladaha deg degga ah.

Rakaabku waa inay fadhiyaan ilaa basku si qummaati ah uga joogsanayo. Rakaabka waxaa lagu dhiirrigalinayaa inay xirtaan suunka kursiga. Kuraasida-lugaha leh (Wheelchairs) waa in si hubanti ah loogu xiro si waafaqsan habraaca lagu tilmaamay qalabka.

### **Xaaladaha Khatarta ah (Hazardous Conditions)**

Gaadiidka dadweynaha ayaa mar mar lagu khasbaa inay joojiyaan adeegga, ammaanka wadaha/shufeerka iyo rakaabka, ayna ugu wacan tahay xaalado wadiddu khatar tahay. Ma jiri doono nidaam caadiya ee hore loo qorsheeyey (cut and dry policy) marka aanu Faribault Flyer bixinayn adeeg. Dhacdo kasta waxaa loo eegayaa si ku salaysan mid ahaanteed. gaar ahaanteed (case by case basis). haddii adeeggu kala go'o, waa yoolka Magaalada in shaqadu dib u bilaabato mar alaale marka ugu dhakhso badan ee xaaladdu oggolaato). Ogeysiisyada la xiriira joojinta adeegyada ama shaqada bilaabanaysa goor dambe ayaa laga sheegayaa idaacadda KDHL Radio.

### **Habraaca Xaaladaha deg degga ah (Emergency Procedures)**

Haddii uu shil dhaco, ama xaalad deg deg ah ee baska dushiisa, rakaabku waa inay raacaan tilmaamaha wadaha/shufeerka. Haddii gaadiidka in laga dego loo baahdo, is dejiya, uguna dega si nidaam leh, wadada ka fogow masaafo aad kaga bad baado, sigaar ha ku cabin meel gaariga u dhow, ka sugna tilmaamo dheeraad ah wadaha/sufeerka. Haddii dhaawac dhaco ama jirro inta aad baska saaran tahay, rakaabku waa inay si deg deg ah ugu wargaliyaan wadaha/shufeerka baska..

**Nidaamka aan Takoorka lahayn (Non-Discrimination Policy)**

Faribault Flyer uma takoorayo sababo ku salaysan sinji, midab, naafannimo, da', diin, jinsi (sex) ama asalka qof ka soo jeedo. Qofkasta oo dareema in isaga/iyada loo diiday fursad adeeg, doonayana/doonaysana inuu/inay xareeyo/xarayso dacwad midab takoor waa inuu/inay/ u qoraa/qortaa:

City of Faribault, Department of Community Development,  
208 NW 1st Avenue, Faribault, MN 55021.