

Prairie Hills TRANSIT

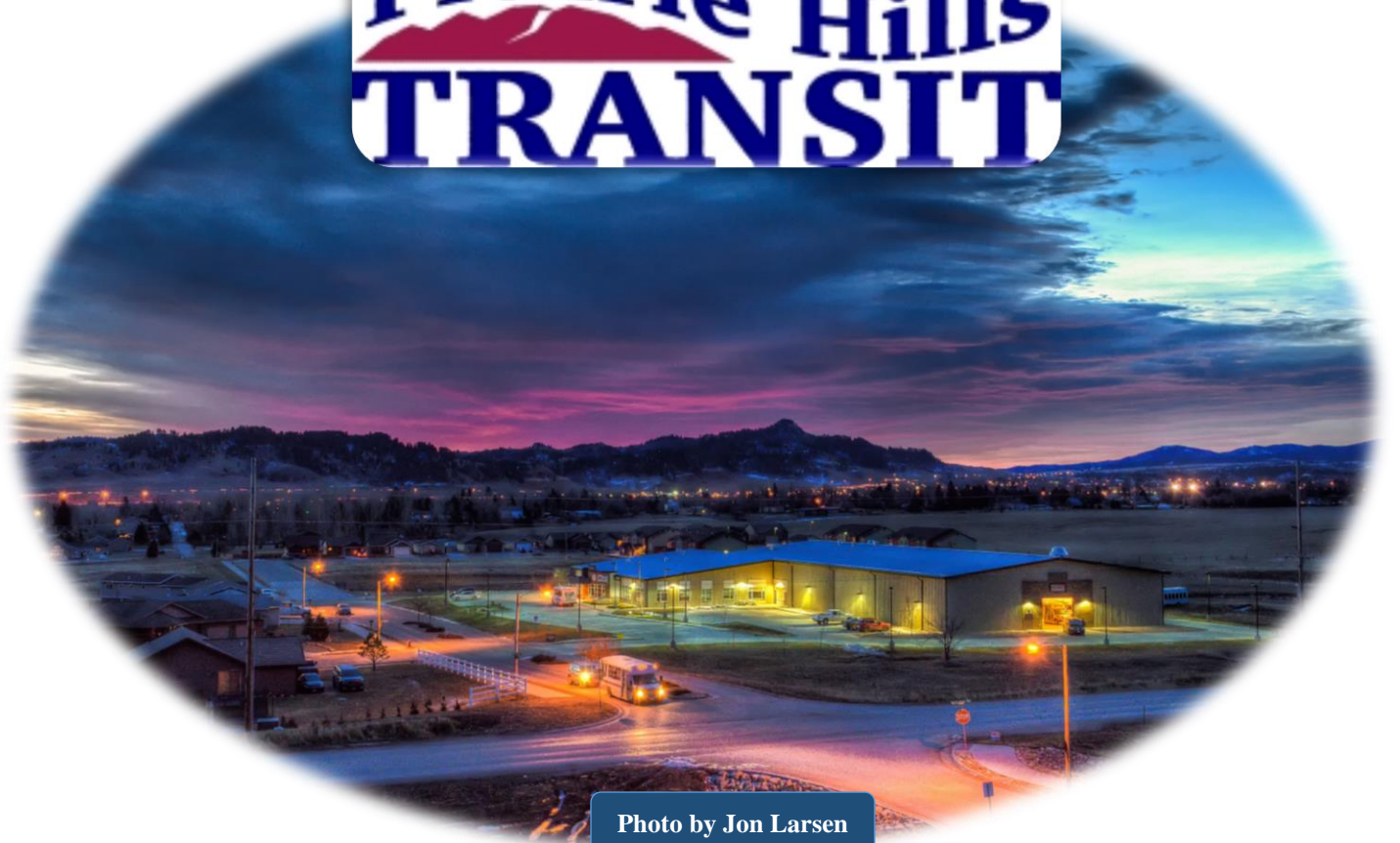


Photo by Jon Larsen

Intermodal, regional building located at 2015 Tumble Weed Trail, Spearfish, SD

Passenger Handbook



www.prairiehillstransit.com

Revised April 10, 2018

Mission Statement: West River Transit Authority, Inc., dba Prairie Hills Transit will promote, support, and deliver safe and efficient public and specialized transportation for patrons in its service area.

Table of Contents

<u>INTENT OF PASSENGER HANDBOOK</u>	PAGE 4
<u>SERVICE HOURS</u>	PAGE 5
<u>COMMUNITY DISPATCH/SCHEDULING NUMBERS</u>	PAGE 6
<u>SCHEDULING RIDES</u>	PAGE 6
<u>SERVICE AND SCHEDULE TO RAPID CITY</u>	PAGE 7
<u>REGULARLY SCHEDULED CITY TO CITY SERVICE</u>	PAGE 8
<u>YOUTH TRANSPORTATION</u>	PAGE 9
<u>HOLIDAY SERVICE</u>	PAGE 9
<u>CHANGING OR CANCELLING RIDES</u>	PAGE 10
<u>NO SHOW/CANCEL ON ARRIVAL POLICY</u>	PAGE 10
<u>SCHEDULING PICKUP AND RETURN TRIPS</u>	PAGE 10
<u>CURB TO CURB SERVICE</u>	PAGE 11
<u>FARES</u>	PAGE 12
<u>FARE PAYMENT OPTIONS</u>	PAGE 12
<u>TICKETS, TOKENS AND PASSES</u>	PAGE 14
<u>REFUSING SERVICE</u>	PAGE 14

<u>SEAT BELT POLICY</u>	PAGE 15
<u>CHILD PASSENGER RESTRAINT SYSTEM</u>	PAGE 15
<u>MOBILITY DEVICE SECUREMENT</u>	PAGE 15
<u>ESCORTS/ATTENDANTS</u>	PAGE 15
<u>WEATHER</u>	PAGE 16
<u>SEVERE WEATHER PASSENGER GUIDE</u>	PAGE 16
<u>SEVERE WEATHER SERVICE CANCELLATION</u>	PAGE 16
<u>LIFT CAPABILITIES AND SERVICES</u>	PAGE 17
<u>ASSISTING PASSENGERS IN MOBILITY DEVICE</u>	PAGE 18
<u>SPECIAL SERVICES OFFERED</u>	PAGE 18
<u>RESPIRATORS AND PORTABLE OXYGEN EQUIPMENT</u>	PAGE 18
<u>INDIVIDUALS WITH SERVICE ANIMALS</u>	PAGE 18
<u>HELPFUL SUGGESTIONS WHEN RIDING THE BUS</u>	PAGE 19
<u>APPEAL PROCESS</u>	PAGE 19
<u>CONTACT INFORMATION</u>	PAGE 20

INTENT OF THE PASSENGER HANDBOOK

Thank you for being a part of the Prairie Hills Transit community of riders. We hope your trips with us are an enjoyable experience.

Prairie Hills Transit is pleased to serve the residents of Lawrence, Butte, Meade, Custer and Fall River Counties along with limited service in Pennington County with public transit service for all ages. The goal of Prairie Hills Transit is to provide transportation to riders of all ages by providing safe, reliable and affordable public transit services.

These policies serve as a guide in making decisions that affect passenger responsibility and safety when riding with Prairie Hills Transit.

This booklet is also available on our web site at www.prairiehillstransit.org.

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 handbook.

Prairie Hills Transit will honor the following values:

Professionalism-Honesty-Integrity-Respect-Dignity

SERVICE HOURS

Current service hours may be found on our website or by telephoning dispatch at 605-642-6668 between 7 a.m. and 5 p.m.

Hours may change without notice. For the most up-to-date information, please call. Below are our hours as of November 2014.

All requests for rides should be made between 7:00 a.m. and 3:00 p.m. the business day before you need transportation or earlier. If your transportation needs are outside the established hours of service, call and we will make every effort to accommodate your request.

Hours of **in-town service** for Prairie Hills Transit's service are:

Spearfish

Monday through Friday	7:00 a.m. to 7:00 p.m.
Saturday	9:00 a.m. to 4:00 p.m.
Sunday	7:30 a.m. to 1:00 p.m.

Belle Fourche

Monday, Wednesday, Friday	8:00 a.m. to 4:00 p.m.
---------------------------	------------------------

Daily trips to Spearfish may be available- call for times

Whitewood (in and out-of-town service)

Thursday	8:00 a.m. to 4:00 p.m.
----------	------------------------

Sturgis

Monday through Friday	7:30 a.m. to 4:00 p.m.
-----------------------	------------------------

Deadwood, Lead & Central City

Daily	6:15 a.m. to 5:00 p.m.
-------	------------------------

Custer

Monday through Friday	7:30 a.m. to 4:00 p.m.
-----------------------	------------------------

Hot Springs

Monday through Friday	7:00 a.m. to 4:00 p.m.
-----------------------	------------------------

Edgemont

Monday through Friday 8:00 a.m. to 4:00 p.m.

Newell & Nisland (in and out-of-town service)

Tuesday and Thursday 9:00 a.m. to 3:30 p.m.

Service hours and holiday schedules are subject to change.

Call dispatch for service hours or the holiday schedule.

Check for updates on our website at www.prairiehillstransit.org

**DISPATCH/SCHEDULING TELEPHONE NUMBERS FOR
YOUR COMMUNITY**

- Lawrence County residents: 605-642-6668
- Butte County residents: 605-642-6668 or 877-673-3687 *Toll free*
- Meade County residents: 605-347-0086 or 605-642-6668
- Custer County residents: 877-673-3687 *Toll Free or* 605-673-3687
- Fall River County residents: 877-673-3687 *Toll Free*

SCHEDULING RIDES

Request Service

- A dispatcher may be reached by phone **MONDAY THROUGH FRIDAY: 6:30 a.m. to 5:00 p.m.** for your ride requests.
- If calling before or after dispatch hours, riders may make a ride request by leaving a message on the answering machine. These messages are checked after 7:00 a.m. Monday through Friday.
- When scheduling your ride please provide the dispatcher with your first and last name, phone number, your appointment time, if any, other passengers, and your destination. Your pickup time will normally be a half hour before your appointment time for an in-town ride.
- You are invited to use our online booking available at www.prairiehillstransit.org for future ride requests. If you need help to use this convenient service, please call our dispatch and they will walk you through the process.
- Advance ride requests may be made by calling the listed phone numbers the day before a ride is needed.
- After 5:00 p.m., next day service is not guaranteed.

- Transportation of pets must be declared to dispatch at the time the ride is scheduled. See page 18 regarding service animals.
- Please do not schedule your rides for more than 30 days in advance unless scheduling a standing ride request. Riders who require a regular ride (work, therapy, school etc.) may create a standing ride request that can last up to a year. It is the rider's responsibility to notify dispatch of changes or cancellations to a standing schedule in advance.
- If you are calling to arrange transportation and have not ridden with Prairie Hills Transit before, you will need to provide your name, phone number, date of birth and address before transportation can be provided. If you use a mobility aid such as a walker, wheel chair, cane etc. or require other assistance provide that information also.

PLEASE NOTE:

If you need to schedule a ride or make changes to an existing ride, dispatch must be contacted in order for change to be effective. Drivers **cannot** take ride information.

For any questions on fares or suggested donations, please contact dispatch or visit our web site. If an individual, over the age of 60, is unable to afford transportation service, arrangements can be made at the Prairie Hills Transit office at 2015 Tumble Weed Trail, Spearfish, SD 57783 or by calling the phone number for your community.

SERVICE AND SCHEDULE TO RAPID CITY FROM YOUR COMMUNITY

Rapid City trips may be as short as 4 hours or an all day trip depending on rider appointments. Drivers are unable to assist any passenger with the use of oxygen or other medical equipment, administering medication, or helping with other personal needs may need to bring along their own personal care attendant. Please inform Dispatch if you use a mobility device (wheel chair, electric cart) or will need the lift to help you board when you schedule your ride. *(Revised April 2018)*

Trips between communities require a paid fare. It may be paid by the individual or by another entity. Additional trips between locations in Rapid City require an additional fare of \$1.50 one-way be paid by the rider.

TRIP AND FARE INFORMATION

- **All Reservations are needed by 3:00 P.M. the previous business day**
- **Appointments should begin between the hours of 10:00 AM & 2:00 PM**

- **Appointments beginning before 10:00 AM or after 2:00 PM require advanced approval and may result in a higher fare amount.**
- **Each additional stop in Rapid City requires payment of \$1.50 for each stop.**
- **Rides scheduled may be for any purpose.**

Lawrence County, Butte County and Meade County to Rapid City including scheduled stops in Belle Fourche, Sturgis, Deadwood Lead, Central City, Whitewood, Ft. Meade, Piedmont, Summerset and Blackhawk

Monday, Tuesday, Wednesday, and Friday

Appointments scheduled between the hours of 10:00 AM & 2:00 PM only

Custer County to Rapid City

First and Third Thursday of the Month

Appointments scheduled between the hours of 10:00 AM & 2:00 PM only

Fall River County to Rapid City

First and Third Friday of the Month

Appointments scheduled between the hours of 10:00 AM & 2:00 PM only

REGULARLY SCHEDULED CITY-TO-CITY SERVICE

- | | |
|----------------------------------|--|
| Edgemont to Hot Springs: | First and Third Tuesday of the Month departs no earlier than 9:00 a.m. and returns no later than 2:00 p.m. |
| Deadwood/Lead to/from Spearfish: | Thursday - Call Dispatch for availability. |
| Belle Fourche to/from Spearfish: | Monday-Wednesday- Friday - Call Dispatch for availability. |
| Whitewood to/from Spearfish: | Thursdays only- Call Dispatch for availability. |

YOUTH TRANSPORTATION (Ages 2-12)

No child will be transported unless a Youth Transportation form is on file at Prairie Hills Transit. This form is for your child's safety.

- Children will be picked up and dropped off at the address' you provide.
- The driver will watch the child until they are through the door before leaving. A wave at the door from your daycare provider, babysitter or from a parent is needed and appreciated for your child's safety.
- It is your responsibility to contact us regarding changes in your child's schedule. For safety reasons we cannot take transportation changes from your child or daycare provider.
- Routes are determined based on the quickest and best route for all children. There are no guarantees on pickup or drop off times.
- With Youth Transportation, bus drivers may not leave the bus unattended to look for your child. Dispatch will be contacted by the driver and every attempt will be made to locate the child.
- If all efforts to contact the parent, guardian or emergency contact person or persons fail the local police department will be contacted.
- Negative behavior issues will not be tolerated. All rides given to children should be a positive experience. Parents or guardians will be contacted reference these issues.
- Please contact Dispatch if your child has not reached their destination within 45 minutes of pickup time.

HOLIDAY SERVICE

No scheduled service will be provided on:

New Year's Day
July 4th
Thanksgiving
Easter

Memorial Day
Labor Day
Christmas

Contact dispatch/scheduling for the time schedule for community to community transportation for dialysis appointments on a holiday.

CHANGING OR CANCELLING SCHEDULED RIDES:

Please call at least one hour before your scheduled pickup to cancel or change your ride.

- If dispatch is notified less than 1 hour in advance of your scheduled pickup time it will be marked as a No Show and penalties may apply.
- If you cancel with driver when they arrive additional penalties may apply.
- When the driver arrives and you are not there for your scheduled pickup time the ride will be marked as a **No Show** and penalties may apply.

NO SHOW AND CANCEL ON ARRIVAL POLICY

First Offense

- If dispatch is notified less than 1 hour in advance of your scheduled pickup time the ride will be marked as a No Show.
- If you cancel with driver when they arrive or when the driver arrives and you do not show for your scheduled pickup time the ride will be marked as a Cancel on Arrival.

Second Offense

- Passenger or responsible party will receive notification of second offense and billed for the fare.

Third and Final Offense

- The rider or responsible party will be notified by mail for each No Show and Cancel on Arrival. Service will be suspended for one week and restitution of service will be billed. Payment will be required prior to service being resumed.

SCHEDULED PICKUP AND RETURN TRIPS

20 Minute Window

Prairie Hills Transit makes every effort to arrive as close to the scheduled pick-up time as possible. Due to the demand of services, arrival times can vary. A 20 minute pickup window has been established for everyone's benefit. If the bus arrives 10 minutes early, please be waiting and ready to board the bus so Prairie Hills Transit vehicles stay on schedule for all of our passengers. All passengers should anticipate an early bus arrival of up to 10 minutes before or 10 minutes after the scheduled pickup time.

Example: If you schedule a 10:00 AM pickup, the bus may arrive as early as 9:50 AM or as late as 10:10 AM. Be prepared to leave any time within the 20 minute window and

schedule your rides accordingly. If you've waited more than 10 minutes for your scheduled pickup, please contact dispatch for assistance.

Five Minute Rule

If the driver arrives before the scheduled pickup time they will wait 5 minutes beyond the scheduled pickup time at the pickup location before leaving and will mark the rider as a **No Show**. If you anticipate being late for your scheduled ride contact dispatch to see if we can accommodate you at a later time for the same day fare. If the bus does not arrive by the 10 minutes after the scheduled pickup time, please contact dispatch for assistance.

Prairie Hills Transit has this rule to keep our buses on schedule and to get our riders to their destinations on time. If the bus has to go back for a passenger after they have been a "No Show" a double fare will apply.

SCHEDULED RETURN TRIPS

For your return trips passengers may schedule a specific pickup time or a **Will Call** trip will be set up.

A **scheduled pickup** requires the passenger be ready at the set time. If the rider is not ready a later return by a Prairie Hills Transit bus will result in a higher fare.

Will Call riders will contact dispatch when they are ready to be picked up. **Will Call** riders will be subject to wait time based on service demand. We make every effort to pickup our **Will Call** passengers in a timely manner. If a bus does not arrive after 15 minutes please call dispatch for assistance.

Please follow the above policies to assure all Prairie Hills Transit's clients reach their destinations in a timely manner.

CURB TO CURB SERVICE

Prairie Hills Transit's vehicles routinely provide curb to curb service. Curb to curb means we will pick you up at the curb of the location of your choice and you arrive at the curb of the location of your choice.

The following policies explain the meaning and intent of curb to curb service for Prairie Hills Transit riders.

Private Homes:

- Prairie Hills Transit bus drivers may not enter a private home or apartment for any reason.

- Bus drivers will offer assistance to passengers from the curb onto the vehicle or lift; and from the vehicle or lift to the curb.
- Any rider needing assistance from their door to the vehicle or from the vehicle to their destination's door should let the Prairie Hills Transit Dispatcher know of your needs at the time the ride request is made. Prairie Hills Transit will provide the requested door to door assistance if the safety and well being of the passenger and the bus driver will not be placed in jeopardy.

Medical facilities, public buildings, Healthcare facilities

- Prairie Hills Transit bus drivers may assist passengers into and from the entrance door or doors of a medical facility or public building. Bus drivers will not assist passengers past this point. When picking up passengers from a business/medical facility, bus drivers may go through the entrance door or doors of the building to locate the passenger. Bus Drivers will not go past this point.
- Bus drivers will only enter the front entrance of nursing homes, medical facilities, shopping centers or businesses in an attempt to find passengers. If the rider is not found, Dispatch may be contacted to locate the rider.

FARES

- Riders living independently under age 60 **MUST** pay a fare for each ride.
- Senior riders living independently who are age 60 and above, are expected to make a donation for each ride in their home community.
- Senior riders living independently who are age 60 and above, must pay a fare for trips outside their home community.
- Riders living in a nursing home or an assisted living must pay a fare unless other arrangements for payment have been made.
- Any person riding who does not provide the services of an attendant or an escort for a passenger is required to pay the appropriate fare.

FARE PAYMENT OPTIONS

- When your ride is booked the dispatcher can/will tell you if there is a fare you must pay.
- Payment is required at time of service unless previous arrangements have been made with the administrative office.

- Donations for seniors: Over age 60 seniors are asked to donate for the ride or rides they take (in-town only). Anyone who cannot donate for a medical trip please contact the Prairie Hills Transit administrative office for help.
- Cash payment: When paying cash the exact fare is required. The driver doesn't carry change. Cash payment is also accepted for tokens and swipe cards in all communities Prairie Hills Transit operates in.
- Check payment: Checks for the exact amount are accepted for individual rides, tokens and swipe cards at various locations in all communities Prairie Hills Transit operates in.
- All insufficient funds checks will be charged a \$30.00 service fee. Service will be suspended until the insufficient fund and service fee are paid to Prairie Hills Transit.
- Tokens are sold in lots of 10. They are available for purchase in all communities Prairie Hills Transit operates in. Contact dispatch for the location nearest to you.
- Payment by other agency: Your ride may be paid for by other agencies.
- Prairie Hills is the licensed community "non-ambulance" medical transportation provider for the Department of Social Services, Medical Division. If you are eligible for transportation benefits under Medicaid, your transportation fares will be billed directly to Medicaid. We will need your date of birth, Medicaid number and we will verify with the State of South Dakota your transportation eligibility.
- Transportation costs can be billed to you if authorized by the Administrative office. All payments are due 5 days after receipt of the billing. If invoice becomes 30 days late, the legally allowed finance charge will be added plus a late fee of \$5.00 per month.

COMING SOON:

Prairie Hills Transit recognizes the advancement in technology. We are currently establishing a method to pay your fare using a smartphone app to download or a swipe card system, similar to a pre-paid debit card. Check or website for updates.

TOKENS, TICKETS AND PASSES

Bus transit tokens, tickets or passes may be purchased during business hours in person or by mail at the Spearfish Regional Bus office, 2015 Tumble Weed Trail, Spearfish, SD 57783. The office is located off of I-90, Exit 8 South on McGuigan Road to Tumble Weed Trail. In Spearfish, payment may be made by mail, check, debit card, credit card or cash.

In other communities the tokens or tickets for the specific community may be purchased with check or cash only.

Tokens and tickets are available in the following communities:

- Belle Fourche**, from any bus driver
- Custer**, from any bus driver
- Deadwood and Lead**, from the Lead City Hall
- Edgemont**, from any bus driver
- Sturgis**, from any bus driver
- Hot Springs**, from any bus driver.

For youth transportation and activities fares including tokens and semester passes, see the information on the web page about youth transportation or contact the administrative office for more information.

Mailing Address:

E-mail Address:

Prairie Hills Transit

ljohnson@prairiehillstransit.com

2015 Tumble Weed Trail

sueames@prairiehillstransit.com

Spearfish, SD 57783-8810

REFUSING SERVICE

Prairie Hills Transit reserves the right to refuse service to any passenger who is:

- Intoxicated to the point the rider is a safety risk to themselves, other riders or the driver
- Belligerent/rude towards drivers, dispatchers, administrative staff or other passengers:
- Poses a safety or health threat to themselves or others
- Has unreasonable personal hygiene,
- Is not wearing a shirt or footwear
- Is carrying a weapon
- Transports pets without a designated carrier, other than service animals.
- **Behavior Policy:**

First offense: Riders posing a safety risk will be immediately refused service by the bus driver and a warning letter will be sent.

Second offense: A second letter will be sent which will result in rides being discontinued for one week.

Third offense: A third and final letter will be sent and rides will be discontinued based on the event and potential risk.

SEAT BELT POLICY

All passengers of Prairie Hills Transit are required to wear a seat belt when seat belts are available in the vehicle. Passengers who refuse to wear available seat belts will be denied service.

Prairie Hills Transit bus drivers will ensure appropriate seat belts provided for the safety of all passengers are used.

CHILD PASSENGER RESTRAINT SYSTEM

Prairie Hills Transit recommends any child under five years of age or weighing less than forty pounds use a child passenger restraint system. The bus driver is not able to assist with the securement of the child seat provided by the adult. There are integrated child seats (ICS) available in many of our vehicles. When scheduling a ride for a child under five years of age or weighing under forty pounds let dispatch know. If we are unable to accommodate the child's need with an ICS seat, the parent will be required to provide and secure a child seat.

MOBILITY DEVICE SECUREMENT

All persons using mobility devices are required to have their device secured while aboard a transit vehicle. The bus driver may decline service to a rider who refuses to allow his or her device to be properly secured.

ESCORTS AND ATTENDANTS

Personal care attendants/escorts are persons who are directly involved in the mobility assistance of their attendee and will be allowed to ride free of charge but are required to follow all other policies.

- **PERSONAL CARE ATTENDANT (PCA):** A person providing all necessary care and assistance to a rider before, during and at the rider's destination. While PCAs may travel with a passenger with a disability, transportation agencies are not required to provide a personal care attendant or personal care attendant services to meet the needs of passengers with disabilities on PHT trips. *(Revised April 2018)*

- ESCORT: A person accompanying a rider to give guidance and/or assistance to the rider at their destinations.

FOOD AND DRINKS

- There is NO eating or drinking of any beverages allowed on Prairie Hills Transit vehicles. Drinks and food may be transported but must remain closed.

WEATHER

Weather Related Access to Private Homes

- Passengers are responsible for snow removal to make their homes accessible to the Prairie Hills Transit vehicles and drivers. Bus drivers may not assist passengers through snow or across ice when the conditions are such the passenger or the driver is in jeopardy of injury.
- If a passenger schedules service knowing there is no cleared access or safe loading area where the rider can be picked up safely, the trip will be considered a no-show and the no-show policy will apply.

SEVERE WEATHER PASSENGER GUIDE

- Stay informed of local weather conditions which may affect Prairie Hills Transit services.
- Wear appropriate winter clothing and footwear. Care providers are responsible for ensuring that passengers are properly dressed for their ride. This includes proper coats, hats, gloves and/or footwear.
- Bus Drivers cannot assist passengers with their clothing. Passengers who are not adequately dressed for the weather conditions may be refused service.
- Avoid delay by having the correct fare and being ready for your pickup.
- Use the hand rail(s) while boarding and disembarking and watch your step at all times.
- Wait until the bus comes to a complete stop before boarding.
- Clean footwear of snow and slush before boarding so it does not cause a danger to yourself and others.
- Wait until the bus comes to a complete stop before unbuckling your seat belt and leaving your seat.
- Be prepared for sudden stops and wear your seatbelt while riding the bus. The bus may have to make a sudden stop to avoid an accident, person, road debris, etc.
- Allow additional travel time as severe weather can increase time intervals between bus pickups.

- Some routes may be shortened or canceled
- Bus service on less traveled streets-especially those not plowed or sanded may be canceled.
- Absolutely NO alley travel during severe weather.
- In case of severe weather, all passengers will be taken home immediately.

SERVICE CANCELLATION DUE TO SEVERE WEATHER CONDITIONS

In the event extreme weather conditions exist which makes travel unsafe, Prairie Hills Transit reserves the right to discontinue services for all rides regardless of trip purpose until conditions are safe for travel in your area.

Every attempt will be made to announce service cancellations due to weather on the following media outlets at the discretion of the media company:

Prairie Hills Transit Web Site www.prairiehillstransit.org & Facebook page

Deadwood station:	KDSJ 980 AM
Belle Fourche station:	KYDT-103.1 FM
Edgemont station:	KQSK – 97.5 or 105.9 FM
Spearfish station:	XROCK 101.1 FM KZ Country 95.9 FM
Sturgis station:	KBHB 810 AM
Hot Springs station:	KZMX 580 AM or 96.7 FM
Custer station:	KZMX 580 AM or 96.7 FM
All Areas:	KOTA TV (ABC affiliate) www.rapidcityjournal.com

LIFT CAPABILITIES AND SERVICES

Most Prairie Hills Transit vehicles are equipped with lifts and are for use by anyone. In accordance with the Americans with Disabilities Act, (ADA) a wheelchair or mobility aid that exceeds 30 inches in width, 48 inches in length or weighs more than 800 pounds when occupied may be refused transportation. Special accommodations to those using mobility devices exceeding the dimension of a wheelchairs and mobility aids under ADA regulations may only be approved by the Operations Coordinator or the Executive Director. Inquiries about special accommodations must be made at least 24 hours in advance for service consideration.

ASSISTING PASSENGERS IN MOBILITY DEVICE UP/DOWN STEPS

Prairie Hills Transit bus drivers are not permitted to assist passengers in mobility devices up or down any steps or non ADA compliant ramps. If such a condition exists passengers are responsible for arranging assistance.

SPECIAL SERVICES OFFERED

- Prairie Hills Transit will make reasonable modification to policies, practices and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. PHT drivers will assist with the use of lifts, ramps, and securement systems but they are not required to provide “attendant” services. Attendant services that includes assisting with the use of oxygen or other medical equipment, administering medication, or helping with other personal needs may need to bring along their own attendant *(Revised April 2018)*
- When you are scheduling your ride, please inform Dispatch if you require a lift to board the bus.

RESPIRATORS AND PORTABLE OXYGEN EQUIPMENT

Portable oxygen equipment and portable respirators are permitted on Prairie Hills Transit vehicles. The driver will assist you in securing this equipment on the vehicle. Drivers are not qualified to assist you when using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you. *(Revised July 2015)*

INDIVIDUALS WITH SERVICE ANIMALS

Pursuant to the Americans with Disabilities Act (ADA), service animals shall be permitted to accompany individuals with disabilities in vehicles and facilities.

- A service animal is an animal that is especially trained to do work or perform tasks for a person with a disability.
- Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

The service animal may be refused transportation if it is not under control of the handler, is not house broken, is being disruptive or threatening to the safety of others. Service may

still be provided to the individual if the service animal is excluded from riding with the individual.

HELPFUL SUGGESTIONS WHEN RIDING THE BUS

- Consider carrying an insulated grocery bag to place your frozen and refrigerated items into for returning from the grocery store. The bus may not be able to return for you as soon as you are done shopping.
- Check for your personal items around your seat before exiting the bus.
- If you think you have left something on the bus, all lost and found items are taken to the home bus facility where your bus is housed. Please contact dispatch for directions as to how to retrieve your item.
- Carry the correct change for the fare box.
- Our drivers will assist with loading/unloading up to five packages or shopping bags. These items must be securely stowed prior to the vehicle moving. We do not transport furniture or large items. *(Revised April 2018)*

MEDICAL EMERGENCIES:

- Prairie Hills Transit is not an Emergency ambulance service. If you require emergency medical attention please call 911.
- If a medical emergency occurs while Prairie Hills Transit is transporting a passenger the driver will contact dispatch and medical personnel may be called.
- If you have a medical condition you feel we should be aware of let dispatch know prior to scheduling services.

APPEALS PROCESS

If you think that you have been discriminated against by Prairie Hills Transit a written appeals process can be initiated by writing to

Prairie Hills Transit
2015 Tumble Weed Trail
Spearfish, SD 57783

Appeals may also be presented in person at the above address. Please call the office in advance if special accommodations or requirements are needed.

Questions concerning the appeals process can be answered by the Prairie Hills Transit Executive Director at 605-642-6668 Ext 104.

Prairie Hills Transit may, at its discretion, provide service during the appeal process. Each case will be considered individually.

**PRAIRIE HILLS TRANSIT IS COMMITTED TO PROVIDING
NON-DISCRIMINATORY SERVICE**

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 Prairie Hills Transit Executive Director during the hours of 7:00 a.m. – 4:00 p.m. at (605) 642-6668 extension 104 or by mail at 2015 Tumble Weed Trail, Spearfish, SD 57783

CONTACT INFORMATION

Administrative Offices..... Your local number or 605-642-6668

Scheduling, Dispatch and Information Your local number or 605-642-6668

After Hours Message Phone..... Your local number or 605-642-6668

Comments, Compliments, and/or Complaints dial your local number and ask for any of the following Administrative Staff:

- EXECUTIVE DIRECTOR
- DISPATCH SUPERVISOR
- OPERATIONS DIRECTOR
- FINANCE DIRECTOR
- MEDIA COORDINATOR
- JEFFERSON LINES
- MAINTENANCE

For an afterhours voice message for a specific department please use the above list

TELEPHONE NUMBERS FOR YOUR COMMUNITY

- Lawrence County residents: 605-642-6668
- Butte County residents: 877-673-3687 Toll Free or 605-642-6668
- Meade County residents: 605-347-0086
- Custer County residents: 877-673-3687 Toll Free OR 673-3687
- Fall River County residents: 877-673-3687 Toll Free
- After Hours Messages: Your local number

This transit agency is committed to providing non-discriminatory service. To request more information or to file a discrimination complaint, contact this transit agency.

Prairie Hills Transit is proud to be an active member of these organizations



Lead Area Chamber of Commerce



The Belle Fourche and Deadwood Chamber of Commerce