

SERVICE POLICY

DESCRIPTION OF SERVICE

The Chisago -Isanti County Heartland Express is a public transportation service which operates within the borders of Chisago and Isanti Counties. Both Chisago and Isanti Counties are committed to providing safe, cost-effective transit service. All vehicles are handicapped accessible. We provide **curb to curb** service with some fixed bus stops. Passengers can either board at a bus stop or request a pick up at the curb. Reservations for the next day must be made by 3:00 p.m. the working day before.

Eligibility: The Chisago - Isanti County Heartland Express will not discriminate against any individual. Anyone, regardless of age, race, color, sex and/or national origin can ride the Heartland Express. Service animals are allowed on the vehicles and we ask other passengers not to touch or speak to them. Children under seven years of age must be in the accompaniment of an adult or care giver. Parents are encouraged to transport young children in an age appropriate car seat.

GENERAL PASSENGER INFORMATION

All passengers reserving a ride must register with our program before we can transport. All information is for statistical use only and will not be shared with any other agency. For best service all requests need to be made by 3:00 p.m. the working day before. Passengers requesting Curb to Curb service must be ready ten minutes before their pick up time. The bus will only wait for two minutes beyond their arrival time. It is your responsibility to be ready on time.

Chisago - Isanti County Heartland Express has the discretion on providing transit service to persons with a medical condition that may place them in a vulnerable position. A person with such a medical condition may be required to have a travel companion to provide aide.

Persons using a mobility device will need to be aware of the following information.

"Lift and Securement Use":

1. All common wheelchairs will be transported even if securement (tie down) does not accommodate a particular wheelchair (electric scooter type, large electric base, sports chair, etc.).
2. Common wheelchairs are defined as those which fit on a lift that complies with DOJ's technical standards (30" x48").
3. Combined weight of chair and passenger cannot exceed more than 500 lbs.
4. Mobility devise must fit into the securement location on the bus without impeding (or blocking) movement around the chair.
5. Wheelchair passengers must be seat-belted in using both the lap and shoulder straps. Passengers using an electric scooter are encouraged (for safety reason) to transfer to a regular passenger seat. Exceptions to a passenger not transferring must be made through the office, not by a driver. The office will be immediately notified if any passenger does not meet or refuses to follow the above standards.

HOURS OF OPERATION

Deviated Fixed Routes will run from Monday through Friday 6:00 a.m. to 6:00 p.m.

Cambridge City Bus will run Monday through Friday 8:00 a.m. to 4:00 p.m.

The Border Zone buses will run Monday through Friday 8:00 a.m. to 4:00 p.m., reservations required. Office hours are 6:00 a.m. to 5:30 p.m.

The **Office** will be **closed** and there is **no bus service** on the following holidays: Martin Luther King, Presidents Day, Memorial Day, 4th of July, Labor Day, Veterans Day, Thanksgiving, and the day after Thanksgiving, Christmas Eve, Christmas Day, and New Years Day.

PASSENGER CONDUCT AND RESPONSIBILITY

The fare is due at the time of boarding. Drivers do not give change nor will the staff document pre-payment for multiple trips. Passengers must secure all personal items and belongings while riding the bus. This includes all walkers and canes. Passengers are advised to purchase only what they can carry. Drivers will no longer be able to assist passengers with multiple packages.

All passengers are expected to behave in a courteous manner with consideration for fellow passengers. No eating.

drinking or open containers are allowed on the bus. No tobacco products, inappropriate language, lack of personal hygiene, bothering of other passengers, horseplay, fighting, carrying of weapons, possessing illegal drugs, will not be allowed on the vehicle. Please be advised that there will be **ZERO TOLERANCE** to the violation of rules.

RESERVATIONS, SCHEDULING AND CANCELLATIONS.

Requests for either Chisago or Isanti county bus service or volunteer driver service can be accessed through one centralized telephone 763-689-8131 or toll free (non- metro) 1-888-234-7840. We ask for advance notice for bus service by 3:00 p.m. the working day before and four working days for a volunteer driver.

FARES

Exact fare/token due at the time of boarding, drivers do not make change. All passengers, regardless of age must pay, there are no exceptions. Tokens are available at various location and by mail.

Senior Dining Bus	Freewill (\$.75 each way is suggested)- Subsidized by United Way
In-City Senior Fare	(65 yrs +) is \$.75 per one-way ride.
In-City Bus service	\$1.50 one-way
Corridor Zones	\$2.00 one-way
Border zones	\$3.50 one-way

PASSENGER ASSISTANCE

Our drivers are trained in Passenger Assistance techniques and will assist passengers when requested. Passengers must be ready and waiting. All wheelchair passengers must have a ramp on their dwelling. Our drivers will not enter the premises or cross the threshold of a dwelling.

No-Show Policy. Cancellations must be received a minimum of one hour prior to your pick-up time, if you fail to cancel your ride before this time, you will be listed as a No-Show and are responsible for the fare. Service will not be provided until you make arrangements for payment. If you are a No-Show for your pickup, your return ride will automatically be canceled. Please be advised, that if you request a pick up and fail to cancel the ride, after three (3) no-shows in one month we will remove your name from the driver's trip sheet. A letter will be sent out and you will be suspended for thirty (30) days.

Consequences of Repeat Scheduling and Canceling of Rides: *Cancellation is defined as where a rider informs Dispatch of no need for trip after the Driver receives the trip sheet but before the bus arrives.*

- 1) After the third time in 30 day period, the passenger will not be allowed to book multiple trips.
- 2) If cancellations continue, the passenger will be suspended for a period of two weeks. At the time of reinstatement the passenger will be allowed to book only one trip at a time.
- 3) After 90 days with no cancellations the passenger will be allowed to again book multiple trips.
With the current demand for service, booking and canceling a ride denies another person from using the bus.

PASSENGER COMMENTS AND COMPLAINT PROCEDURES

If for any reason you would like to make a comment or file a written complaint you may do so by addressing your concerns to the Transit Director.

TRANSIT SYSTEM RESPONSIBILITIES

The Heartland Express is responsible for providing clean, on-time, reliable, safe, and efficient service. The Heartland Express is not responsible for items left on its vehicles. We are responsible for enforcing this service policy.

The Chisago - Isanti County Heartland Express abides by all applicable federal, state and local regulations, and maintains an alcohol and drug-free workplace.

The Chisago - Isanti County Heartland Express reserves the right to refuse service to anyone who violates any of the standards.

Snow days - An announcement will be left on the answering machine. Limited service may be provided on plowed roads only.

EMERGENCY PROCEDURES

The Heartland Express driver is the "Captain of the Ship." The driver determines unsafe conditions and will make the decision to load or unload at an alternate location or to seek shelter during bad or severe weather. Please be aware that the driver is in command of the vehicle, and we request that you follow their instructions especially in case of an emergency.

Revised 9-01-08