



TRUE TRANSIT PASSENGER GUIDELINES

About TRUE Transit:

TRUE Transit is a public transit program operated by VINE Faith in Action in conjunction with MnDOT and Blue Earth, Nicollet, and Le Sueur Counties. TRUE Transit has been designed to provide affordable rides to citizens of the rural areas of these three counties and it does not operate within the boundaries of Mankato Public Transit and Minnesota River Valley Transit (MRVT). However, passengers will be served from these jurisdictions who are traveling into and outside of the boundaries of these transit systems. Children under the age of five must be accompanied by a supervising adult when riding the bus.

Scheduling Transportation:

In order to schedule a TRUE Transit ride, passengers should call (507) 387-8783 or (800) 560-1575 and give staff at least two business days to schedule the ride. At the time of scheduling, transit staff will let you know the cost of your ride. Payment is expected when boarding the bus or, by prior arrangement, it may be paid ahead of time by credit card. Fares are posted at truetransit.org and, if requested, a paper copy will be provided. Most rides will be provided by accessible bus; however, based on staff determination, a volunteer driver may be used for the trip.

Driver Assistance:

TRUE Transit public transportation service is “curb to curb.” Any additional assistance the driver may provide is conditional upon available time. While the driver may assist from curb to bus and bus to curb, please do not expect to be helped from building to bus or bus to building. If such help is necessary, you may bring along an attendant at no extra charge. All buses are equipped to accommodate wheelchairs, scooters, and walkers.

Cancellations:

Please let TRUE Transit staff know as soon as possible (and no later than two hours before your scheduled pick-up) if your ride reservation has changed. Less than a two-hour notice will be recorded as a “no-show”.

No-Show Policy:

Two “no-shows” during one month will result in a one-month suspension from service. Exceptions are made if the reason for the “no-show” was due to some unforeseen circumstance or the vehicle arrived more than 15 minutes late for the scheduled trip. If you “no-show” for your ride, your return ride will automatically be cancelled. If the bus arrives and you are not there for the ride, you will be required to pay for the trip before riding the bus again.

Seat Belt Policy:



All passengers are required to use the seat belts installed in the buses and children under age 8 and shorter than 4'9" must ride in a child safety seat or booster seat. It is the responsibility of the parent/guardian to provide and secure the child safety seat.

Hours of Operation:

TRUE Transit operates Monday through Friday, 8 am – 5 pm according to the route schedule. Please talk with transportation staff about any medical appointments that would fall outside of these times and whether special arrangements can be made to accommodate your trip.

TRUE Transit will not operate on the holidays listed below:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day

Winter Storm Closings:

TRUE Transit will not operate during dangerous weather conditions which could threaten the safety of our passengers and drivers. If the service closes, it will be announced on local radio stations and posted on our website: TRUETRansit.org. We will make every effort to make scheduled riders aware of the cancellation and to return passengers home who had already been transported to a destination earlier in the day by TRUE Transit.

Trip Denial:

TRUE Transit reserves the right to refuse pick-ups at locations that are unsafe for either the passenger, driver, or vehicles; e.g. areas not cleared of snow.

Statement of Non-Discrimination:

VINE Faith in Action operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with VINE Faith in Action.

Passenger Guidelines:

- Rides must be requested two business days prior to the requested trip. If you should need to cancel, please call at least two hours prior to your scheduled pick up.
- Be prepared 15 minutes before and after scheduled pick up time. Bus will wait no more than 3 minutes after the scheduled pick-up time.
- Riders must be ready to board the bus when it stops.

TRUE Transit is operated by VINE Faith in Action
421 East Hickory Street, Mankato, MN 56001
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- Have exact cash or tokens ready to pay upon boarding. Drivers cannot make change. Fares can be prepaid by credit card over the phone.
- Riders are to remain seated when bus is moving.
- Shoes, shirts, and good personal hygiene are required.
- No flammable materials are allowed on the bus. Personal oxygen devices must be in passenger's control at all times.
- Passengers are to be courteous, considerate, and respectful to the driver and fellow passengers.
- No profanity, fighting, harassment, horseplay, or physical or verbal abuse of driver or fellow riders is allowed. Such behavior may result in the permanent loss of riding privileges.
- No eating, drinking, use of tobacco, E-Cigarettes, alcohol, or drugs is permitted. TRUE Transit reserves the right to deny anyone under the influence of alcohol or drugs a ride.
- All packages need to be contained within rider's seating area. No packages or materials may be placed in aisle or wheel chair area. The driver will provide guidance as to how to safely store such items as baby strollers, walkers, or bicycles.
- TRUE Transit is not responsible for lost or stolen items. Articles found on buses will be kept in the lost and found at the TRUE Transit office, 421 E. Hickory Street, Mankato for 30 days only. Please call (507) 388-8783 or (800) 560-1575 to claim. Knowing the date, time, and bus number you were riding may help us to locate your property.
- Pets must be in a kennel to ride the bus. Service animals are allowed on buses.
- When listening to music, please use personal headphones since amplified music is not permitted on the bus.
- Operating or tampering with bus equipment is prohibited.
- If you have been diagnosed with an infectious/contagious disease you should not be riding public transit.

Approved by VINE Board of Directors: October 25, 2017