

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 provides affordable rides to citizens of the rural areas of these three counties and 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.

Scheduling Transportation:

To schedule a TRUE Transit ride, call (507) 388-8783 or visit truetransit.org. Please submit your ride request by noon the day before your desired trip. All rides are scheduled based on availability. Limited same-day rides may be available, but we recommend scheduling as far in advance as possible for best availability. Payment is due when boarding the bus or may be paid in advance by credit card over the phone. Fares are \$5.00 each way.

Driver Assistance:

TRUE Transit public transportation service is “curb-to-curb” service. 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 help 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 time) if your ride reservation has changed. Less than a two-hour notice will be recorded as a “no-show”.

No-Show Policy: TRUE Transit works hard to provide reliable service for all riders. When a rider misses a trip or cancels too late, that time slot goes unused and limits service for others.

- **Cancel at least 2 hours before** your scheduled ride.
 - Trips not cancelled within this window, or riders not available at pick-up, will be marked as **no-shows**.
 - Repeated no-shows may result in corrective action.
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Habitual No-Show Policy:

Passengers who miss **25% or more of their scheduled trips within 30 days** will be considered in violation of the No Show Policy.

Example: If a passenger books 5 trips in one month and misses 2 without proper cancellation, they are in violation and subject to the Progressive Corrective Action Plan.

For details, see the full **No-Show Procedure and Corrective Action Plan** available at truetransit.org.

Seat Belt Policy:

All passengers are required to use the seat belts installed on the buses.

Hours of Operation:

TRUE Transit operates Monday through Friday between 8 am – 5 pm.

TRUE Transit is closed on the following holidays:

- New Year's Day
 - Memorial Day
 - Independence Day (July 4th)
 - Labor Day
 - Thanksgiving Day
 - Christmas Eve Day
 - Christmas Day
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Weather 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 and Facebook page. We will make every effort to make scheduled riders aware of the cancellation and 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:

TRUE Transit 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 TRUE Transit.

Reasonable Accommodations:

Reasonable modifications of True Transit's policies and procedures are available to individuals with disabilities, upon request. Please contact the Transportation Manager at (507) 388-8783 or rond@vinevolunteers.org for more information and to make a request.

Passenger Guidelines:

- Please submit your ride request by noon the day before your desired trip. All rides are scheduled based on availability. Limited same-day rides may be available, but we recommend scheduling as far in advance as possible for best availability.
 - Be prepared 10 minutes before and after scheduled pick up time. Bus will wait no more than 5 minutes after the scheduled pick-up time.
 - Riders must be ready to board the bus when it stops.
 - Have exact cash ready to pay upon boarding. Drivers cannot make change. Fares can be prepaid by credit card over the phone.
 - Children under the age of five must be accompanied by a supervising adult when riding the bus.
 - 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.
 - Profanity, fighting, harassment, horseplay, or physical or verbal abuse of driver or fellow riders is not allowed. Such behavior may result in the temporary loss of riding privileges.
 - Any behavior that is determined to be violent, illegal, seriously disruptive to the service, or represents a direct threat to the health and safety of others onboard the vehicle may result in temporary or permanent suspension 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 wheelchair 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 lost and found at the TRUE Transit office, 421 E. Hickory Street, Mankato, MN for 30 days only. Please call (507) 388-8783 to claim. Knowing the date, time, and bus you rode 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.
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