



**Three Rivers Community Action, Inc.**  
**Hiawathaland Transit**  
Service Policy

Service Policy Adopted on March 1, 2005  
Service Policy Revised March 1, 2018  
Service Policy Effective on March 1, 2018

## Table of Contents

Introduction	3
Description of Service	3
Service Hours by Community	4
Ride Scheduling Procedures	6
Subscriptions (Recurring Trips)	6
Fares	7
Passenger Assistance	7
In-Vehicle Travel Time	8
Bus Waiting Policy	8
Cancellations/No-Show Policy	8
Companions	8
Multi-Family Dwellings	9
Safety	9
Inclement Weather Procedures	9
Emergency Procedures	9
Passenger Conduct and Responsibility	10
Passenger Comments and Complaints Procedures	11
Non-Discrimination	11

## **Introduction**

The ability to get from one place to another is essential for anyone who wants to work, take part in recreational activities, or enjoy a full social life. It is the mission of Hiawathaland Transit to provide efficient, effective, and quality bus service to the residents of Goodhue, Rice, and Wabasha Counties. Currently, Hiawathaland Transit operates in the communities of Cannon Falls (Randolph, Leon and Stanton Townships), Kenyon (Wanamingo), Faribault, Lake City (Frontenac), Lonsdale, Northfield, Plainview (Elgin), Pine Island, Red Wing (Wacouta and Welch), Wabasha (Kellogg and Reeds Landing), and Zumbrota (Mazeppa). Three Rivers Community Action's Hiawathaland Transit program has provided public transportation since 1998 and will continue to do so as long as enough public funding is available.

## **Description of Service**

Hiawathaland Transit is a public transit system operating on a route deviation and demand response basis. Currently, we operate in Cannon Falls/Randolph, Faribault, Kenyon/Wanamingo, Lake City/Frontenac, Lonsdale, Northfield, Pine Island, Plainview/Elgin, Red Wing/Wacouta/Welch, Wabasha/Kellogg, and Zumbrota/Mazeppa.

Three Rivers also operates the Winona transit system within the cities of Winona and Goodview. Route Deviation Service: Hiawathaland Transit operates a deviated route service, meaning the buses can deviate off of route to accommodate rider requests. In communities with both Deviated Route and Dial-a-Ride (Demand Response) Service, there will be a 4-block limit for all deviations (4 blocks off route, 4 blocks back).

Demand Response Service: Demand Response Services, where available, operate on a first come, first served basis. Demand Response Service is reserved for individuals outside of the Route Deviation Service area. All ride requests on the Demand Response Service must be scheduled in advance through dispatch.

Hiawathaland Transit does not provide service on New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, the day after Thanksgiving and Christmas Day. Three Rivers Community Action, Inc.'s Hiawathaland Transit program reserves the right to change, adjust, add or delete service hours and/or times.

## Service Hours by Community – Dial-a-Ride ONLY Communities

### **Cannon Falls/Randolph**

Leon/Stanton Townships

*Demand Response*

Monday – Friday

7:00am – 5:00pm

### **Kenyon/Wanamingo**

*Demand Response*

Monday – Friday

7:30am – 4:30pm

### **Lake City/Frontenac**

*Demand Response*

Monday – Friday

7:00am – 4:30pm

Saturday

7:30am – 4:30pm

### **Lonsdale**

*Demand Response*

Monday – Friday

7:30am – 4:30pm

### **Plainview/Elgin**

*Demand Response*

Monday – Friday

7:30am – 4:30pm

### **Pine Island**

*Demand Response*

Monday – Friday

7:00am – 5:00pm

### **Wabasha/Kellogg/Reads Landing**

*Demand Response*

Monday – Friday

7:00am – 3:30pm

Saturday

7:30am – 4:30pm

### **Zumbrota/Mazeppa**

*Demand Response*

Monday – Friday

8:00am – 4:00pm

## Service Hours by Community – Dial-a-Ride and/or Route Deviation Communities

### **Faribault**

#### *Demand Response and Route Deviation*

Monday – Friday  
6:00am – 6:00pm

### **Northfield**

#### *Demand Response*

Monday – Friday  
6:00am – 9:00pm  
Saturday  
7:00am – 5:00pm

#### *Route Deviation (Regular Routes)*

Monday – Friday  
6:00am – 6:00pm

#### *Route Deviation (Express Route)*

Monday – Saturday (School Year Only)  
4:15pm – 11:00pm  
Sunday  
3:00pm – 6:00pm

### **Dispatch Hours**

Monday – Friday  
4:30am – 9:00pm  
Saturday – Sunday  
7:00am – 4:30pm

### **Red Wing/Wacouta/Welch**

#### *Demand Response*

Monday – Friday  
6:00am – 9:00pm  
Saturday and Sunday  
7:00am – 5:00pm

#### *Route Deviation*

Monday – Friday  
4:30am – 6:00pm

### **Winona**

#### *Route Deviation*

Monday – Friday  
6:00am – 6:00pm  
Saturday  
7:00am – 5:00pm

### **Contact Information**

Phone: 866-623-7505  
Email: [dispatch@hwtransit.com](mailto:dispatch@hwtransit.com)  
Fax: 507-534-9275  
Mail (transit office is closed to the public)  
55049 241<sup>st</sup> Ave  
Plainview, MN 55964

## **Ride Scheduling Procedures**

Rides can be requested by calling our dispatch office at 866-623-7505 during regular business hours (Monday through Friday from 4:30am to 9pm, Saturdays from 7am to 5pm, and Sundays from 7:00am to 4:30pm). Rides can also be requested using our online *Trip Request Form*, which can be found at [hwtransit.com](http://hwtransit.com)

We encourage at least two hours advance notice and accept requests up to one week in advance. A 24 hour advance notice is recommended for passengers needing use of the lift, as space is limited.

When requesting a ride, passengers should tell the dispatcher where they want a ride from (origin), where they are going (destination), and at what time they would like to be picked up or dropped off. In towns where both Route Deviation and Dial-A-Ride (DAR) service exist, some limitations do apply to the DAR service – please see below for more information.

Any ride that can be done on route is not eligible for DAR service.

Rides will be scheduled based on availability, time, and capacity. All attempts will be made to provide a ride within 45 minutes of the time requested. If the time requested is not open, everything possible will be done to arrange another time that is acceptable to the passenger. Passengers reserve the right to refuse a ride if the time offered is not acceptable to them.

## **Subscriptions (Recurring Trips)**

Same time, same origin/destination trips are eligible for a subscription, which is defined as scheduled recurring trips. Subscriptions will be scheduled on a first-come, first-served basis. A waiting list will be created for those who are not able to schedule trips due to capacity limitations.

Passengers with subscriptions must take their scheduled rides at least 75% of the month or the subscription will be discontinued and the time slot will be used for other passengers on the waiting list. Exceptions to the 75% rule include vacations, illness, or instances that are beyond the passenger's control.

Cancellations must be made by 4:00 p.m. the day before the ride. Exceptions include illnesses, emergencies, and instances that are beyond the passenger's control. Riders who do not cancel and do not take their scheduled trip for two days in a row (considered no-call no-shows) will be removed from the schedule for future rides and will be placed at the end of the waiting list.

## **Fares**

Each fare is applicable for a one-way trip. Passengers should have their fare ready upon boarding the bus and should deposit their payment into the fare box. They must use the exact fare; drivers are not able to make change or handle the fare for the passenger. Once the rider de-boards the bus, or arrives at a destination, one trip is completed. When boarding the bus again, a new trip begins and the passenger will need to pay a new fare.

The cost of a ride on Dial-A-Ride (DAR) buses is \$1.75; on route buses, the cost is \$1.25. One-way rides to neighboring service areas are \$3.50/per rider. One-way rides beyond neighboring communities cost \$5.00/per rider. Tokens (DAR & Route) and monthly passes (Route Only) are sold at City Halls, as well as many other locations in our service areas and are encouraged for ease of use. Note: as of January 1, 2018, Hiawathaland Transit discontinued the sale of Dial-a-Ride and Route punch passes. All existing punch passes will continue to be accepted.

Children ages 2 & under must be accompanied by an adult. There is a maximum of one free child (aged 2 & under) per paying adult. Riders assisting or aiding a person with a disability ride for free. There is a maximum of one free assistant per paying rider.

## **Passenger Assistance**

Hiawathaland Transit provides curb to curb service; drivers do not help individuals into homes, apartment buildings or business. Drivers do not pull into driveways or parking lots whenever possible. Hiawathaland Transit Drivers have been trained in passenger assistance techniques. They are to follow the passenger assistance guidelines listed below:

- Drivers must offer assistance to passengers while they enter and exit the bus only if this does not pose a risk to the passenger or the driver.
- Drivers do not assist passengers with packages. Items brought onto the bus must remain with the passenger and may not block or obstruct the aisle or area where wheelchairs are secured. There is a limit on the number of bags/items a passenger can bring on the bus. A passenger must be able to bring their bags/items onto the bus independently and in one trip. All bags must fit on the passengers lap/below the seat. Passengers will not be allowed to take up additional seats with their bags.
- If a passenger needs assistance walking from their home to the curb, they must bring their own assistant. Drivers cannot enter or cross the threshold of any dwelling. One assistant/companion may ride free when assisting a disabled passenger (see *companions* section below).
- Drivers cannot take wheelchairs up or down steps for any reason.
- Drivers reserve the right to refuse loading or unloading at a location that they consider unsafe.
- Buses cannot wait for passengers at the bank, post office, etc.

Any exception to the passenger assistance guidelines will be presented and approved by the Transportation Director.

### **In-Vehicle Travel Time**

In-vehicle travel time for any user shall not exceed 60 minutes unless pre-approved by the rider and the Director of Transportation. Exceptions may apply in emergency situations or under unexpected circumstances.

### **Bus Waiting Policy (10 minute window)**

Passengers whose rides are scheduled on Demand Response/Dial-A-Ride buses should be ready 10 minutes before their scheduled pick-up time. The bus may arrive up to 10 minutes before the scheduled time due to changes in the route, road conditions, etc. We also request that passengers allow 10 minutes to pass beyond their scheduled pick-up time before calling dispatch to ask about their ride – the bus may be delayed due to road conditions, trains/traffic, changes to the route, etc. Once the bus has arrived, the driver will wait until the originally scheduled ride time and then a maximum of one (1) minute before marking the passenger as a no-show. After one (1) minute the bus will leave and will not return; riders can call to re-schedule their ride but will be responsible for paying for the missed ride (see *no show policy* below).

Passengers riding Deviated Route buses should be at the scheduled stop at the stop time; buses will not leave the stop before the scheduled time. The bus will pull up to the stop, open the passenger doors, and if no riders board the bus at this time, the bus will leave. Buses do not wait for a specified length of time at bus stops; riders looking to board the bus should step towards the curb at the stop, making their intention to ride known.

### **Cancellations/No Show Policy**

All passengers are requested to cancel trips at least two (2) hours before the scheduled pick-up time. Passengers with subscriptions are requested to cancel by 4:00 p.m. the previous day.

A “no show” occurs when an individual misses his/her scheduled pick-up time or does not give enough cancellation notice that would allow the bus to be re-routed. Individuals who no show the bus will be charged for their missed trip(s). The Director of Transportation may decide to suspend bus service to riders with repeated no-shows.

### **Companions**

A companion/aide may travel with a passenger in need of assistance. Riders who are unable to get to or from the bus independently should have a personal care attendant or companion there to



assist them. Hiawathaland Transit encourages those with a documented medical or behavioral condition to bring a personal care attendant or assistant along when using the bus, especially if the rider could pose an unsafe situation for either the driver or any of the other passengers. One companion may ride free when assisting a disabled passenger. Companions must board and de-board the bus at the same locations as the passenger they are assisting.

### **Multi-Family Dwellings**

Due to limited driving and turning space - as well as the safety concerns for pedestrians, passengers, the bus driver and the transit bus - Hiawathaland Transit buses will not enter mobile home/trailer parks, apartment complexes or other multi-use/multi-family dwellings. Passengers will be dropped off at the entrance, at a shelter, or the main office whenever possible, keeping in mind that our buses may be unable to make a close drop-off in some locations.

### **Safety**

Once on the bus, we request that all passengers promptly seat themselves. We encourage the use of seat belts. All passengers in wheelchairs are to be safely secured by the driver. A lap/shoulder belt is available for passengers in wheelchairs; use is encouraged, but not required. For safety reasons, persons using a 3-wheeled electric scooter will be encouraged to transfer to a bus seat if possible.

Passengers who use the lift will be assisted onto and off the lift by the driver. Drivers will always operate the lift and will keep an eye on the passenger at all times.

### **Inclement Weather Procedures**

Hiawathaland Transit will not operate if road conditions are considered unsafe. Announcements will be made on the local radio stations, local cable access channel, Hiawathaland Transit's Facebook page, and on Three Rivers Community Action, Inc. web site. The decision to cancel service will be made by the Transportation Director and the Operations Support Manager.

### **Emergency Procedures**

The driver is in command of the bus. Passengers must follow his/her instructions, especially in the case of an emergency. The driver will assess unsafe conditions and make the decision to load/unload at an alternate location, or to seek shelter during severe weather.

In the event of an accident or on-vehicle emergency, passengers will be asked to:

- Follow the driver's instruction;

- Remain calm;
- Make an orderly evacuation of the bus if needed, staying off the roadway in a safe location until further notice.

If a passenger becomes ill, injured, or distressed while on the bus, passengers should notify the driver that assistance is needed.

### **Passenger Conduct and Responsibility**

All passengers are expected to behave in a polite manner with the driver and fellow passengers. No tobacco products, electronic cigarettes, eating, drinking, or open containers are allowed on the bus. Inappropriate language, bothering other passengers, horseplay, fighting, carrying of weapons, or possession of illegal drugs will not be allowed on the bus.

Passengers must secure all personal items and belongings while riding the bus. For safety passengers may board only with bags that can be carried in a single trip and take up only space in their lap and under their seat. Hiawathaland Transit is not responsible for items left on buses.

Drivers reserve the right to deny entrance onto a bus if the passenger appears disorderly or leads the driver to believe that the rider will be disruptive and/or pose a safety threat not only to the driver but also the other passengers. Hiawathaland Transit reserves the right to refuse service to anyone who violates any of the standards.

Failure to obey to the above policies may result in the following:

- First Offense: Verbal warning from the driver, dispatcher, Operations Support Manager, or Transportation Director.
- Second Offense: Written warning from the Transportation Director
- Third Offense: The passenger will be prohibited from using the transit system for a designated period of time, based upon the severity of the violation.

*If the violation is serious, the driver has the discretion to end the passenger's ride immediately, skipping steps one and two. Notification and documentation must follow to the Transportation Director immediately. If violations continue following suspension, the Transportation Director may indefinitely suspend the passenger from Hiawathaland Transit.*

## **Passenger Comments and Complaint Procedures**

Hiawathaland Transit is committed to providing safe, cost-effective transportation services. If for any reason you would like to make a comment or file a written complaint you may do so by addressing your concern to the following address:

Transportation Director  
Three Rivers Community Action, Inc.  
Hiawathaland Transit  
55049 241<sup>st</sup> Ave  
Plainview, MN 55964  
Phone: 1-866-623-7505

## **Non-Discrimination**

Hiawathaland Transit prohibits discrimination against any individual, regardless of race, color, creed, national origin, gender, religion, marital status, disability, age, sexual orientation, or status with regard to public assistance.

Additionally, Hiawathaland Transit operates its programs without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act. Our Title VI notification can be found on all of our buses, as well as on our website:

[http://www.threeriverscap.org/sites/default/files/title\\_vi\\_notification.pdf](http://www.threeriverscap.org/sites/default/files/title_vi_notification.pdf)