

# EATRAN Ridership Policy

Eaton County Transportation Authority (EATRAN) shall provide open-door, curb-to-curb public transportation in Eaton County for all persons desiring that service. (Curb-to-curb service means that riders are picked up at the curb and not in a private drive). EATRAN does, however, allow the use of private drives to accommodate individuals who are mobility impaired. Such private drives must be easily accessible (circular or turn-around capabilities) and must be well maintained, clear of snow and obstacle free. **IN NO EVENT WILL THE EATRAN DRIVER ENTER THE HOME TO ASSIST PASSENGERS. FAMILY MEMBERS AND/OR ASSISTANTS ARE EXPECTED TO ASSIST THE PASSENGER WITH SPECIAL NEEDS IN AND OUT OF THE HOME.**

## **A. GENERAL PUBLIC RIDER**

All riders

are expected to adhere to the policies of EATRAN that will ensure safe, peaceful, and comfortable transportation for all. In an effort to enhance the consistency and affirmation of this goal, the following are the necessary responsibilities of the rider:

- The passenger is available to board or exit the EATRAN vehicle per their request for service.
- The passenger pays their appropriate fare upon boarding, or has made prior suitable arrangements through EATRAN.
- While on the bus, passengers should use their “inside” voices as not to distract the driver.
- The passenger’s language, presence, and demeanor does not disrupt the safety, peace, and comfort of other riders or EATRAN employees.
- **No** vandalism or destruction of EATRAN property.
- The consumption of food and beverages is prohibited.
- **No** tobacco products (including Vapor and E-Cigarettes) and/or illegal drugs.
- Driver’s instructions are to be complied with in a prompt and courteous manner.
- If a passenger departs the bus, for ANY reason (including daycare), a fare will be collected when the passenger re-boards the bus.
- **No** shirts, no shoes, no service.
- EATRAN will not transport a passenger with open and /or oozing sores. Wounds must be properly and safely covered.

### **This section means:**

- Passengers shall not verbally or physically endanger, or in any way disturb the other passengers and EATRAN employees by way of unacceptable language, refusal to take direction from the EATRAN employee, or threat of physical force.
- Passengers shall not commit indecent or immoral acts or have an inability

to control bodily functions while on the bus.

- Passengers shall not be inebriated to the point of inability to board the bus independently.
- Drivers who refuse to transport a rider shall notify the dispatcher, who will then alert medical or law enforcement assistance to resolve the issue or remove the passenger(s) from the EATRAN vehicle. Passengers who cannot conduct themselves according to the above standards are subject to removal from the EATRAN vehicle, suspension, or termination of services. EATRAN shall make every attempt, through management and its employees, to provide and maintain service. EATRAN will work to solve problems through education, negotiation, or general corrective processes.

## **B. GRIEVANCE PROCEDURE**

- Passengers who have a complaint about suspension or termination of services should initially seek a resolution with the General Manager. If the passenger is not satisfied with the General Manager's resolution or the complaint is against the General Manager, then the Board of Directors may be contacted, in writing, within five (5) business days following the General Manager's decision.

## **C. "NO-SHOW"**

EATRAN has a twenty (20) minute window of arrival. When you call the EATRAN office to schedule your ride(s), your scheduler will give you this twenty (20) minute window.

### **Therefore:**

- An EATRAN driver will wait three (3) minutes from the time of arrival. The driver will sound the horn once per minute. If no passenger materializes, and with communicated release by the dispatcher, the vehicle may proceed. The rider will be noted on the driver's log sheet as a "no-show" along with the driver's arrival and departure time from the point of origin.
- The driver and dispatcher on duty, for accuracy of time of arrival and departure, and names with that point of origin, must record all "no-shows".
- If a "No-Show" occurs, it is the passengers' responsibility to pay the fare for the missed ride, the next time the passenger is scheduled on EATRAN.

## **D. CANCELATIONS**

- If a rider decides to cancel a ride, their cancellation must take place prior to the scheduled arrival time of the EATRAN vehicle that has been dispatched to that location. If the ride is not canceled in this manner then the rider is a "no-show".
- EATRAN reserves the right to cancel "permanent" reservations or to refuse to establish "permanent" reservations for passengers with a history of excessive "no-shows" or ride cancellations.

- Cancellations will not be accepted from children. Passengers under the age of 18 are not allowed to change reservation points. This is the parent's responsibility.

#### **E. AGENCY SPONSORED TRANSPORTATION**

- EATRAN will work closely with any and all agencies, schools, and private business interests, in providing quality transportation to those who desire the service. In the event that a third party is sponsoring transportation service from EATRAN, it shall be the responsibility of said third party to pay the established costs for the passenger's travel.

#### **F. PASSENGER CHARACTERISTICS**

- EATRAN is an open door provider of curbside-to-curbside public transportation, responsible to the residents of Eaton County. EATRAN has, or is required to establish certain definitions, services and fare structures for certain passenger characteristics.
- **Senior Passenger:** A person who has attained their 60<sup>th</sup> birthday. EATRAN allows senior customers to ride for ½ the regular fare rate on regular "in-county" EATRAN routes.
- **Passengers' w/Special needs:** A person who suffers physical, mental, or emotional impairment, either permanent or temporary, which interferes with their mobility or other "life functions". Persons with visible and/or certified disabilities are allowed to ride for ½ the regular fare rate on regular "in-county" EATRAN routes. Persons without an obvious disability or handicap are required to submit certification of their disability from an agency, doctor or Social Security to EATRAN on the prescribed EATRAN form. EATRAN will then issue the qualified individual a handicapper identification card, which may be requested for identification by EATRAN employees to verify eligibility for ½ fare rate transportation.
- **Children:** A child whose age is less than 5 years may ride free if accompanied by a fare-paying passenger (one child free per paid fare). Children traveling alone will be charged full fare. No child under 5 years old may ride unaccompanied.

#### **G. RIDES THAT ARE FREE (Free Transportation)**

- Children (under 5 years of age): Such children ride free only if accompanied by a fare-paying passenger (see above).
- Personal Care Attendant: **A Personal Care Attendant (PCA) may accompany a certified passenger with special needs on any EATRAN route provided they are specifically named on the EATRAN handicapper certification identification card.**
- **Birthday rides:** Passengers can ride free on their birthday. Drivers may ask for proof of identification.
- **Election Day:** EATRAN will transport individuals free of charge to and from the polls on Election Day.
- **October Cancer Awareness Month:** Passengers may ride free to the

Barry/Eaton Health Dept. for Cancer screening in the month of October.

- **Cooling Centers:** When dangerously high temperatures warrant a threat to the health of Seniors and Persons with Special Needs, EATRAN will provide free rides to and from Cooling Centers within Eaton County. For a Cooling Center near you, call the Red Cross at 517-483-7641.
- **Out-of-County Medical:** One person may assist any senior or a person with special needs on an out-of-county medical trip to the same destination at no charge. No other riders are handled free of charge without the direction of management.

## H. TRANSPORTING GOODS

- Most packages, baggage, parcels, or grocery sacks carried by a paying passenger is allowed. Extremely large items, or an excessive number of parcels or grocery sacks (more than 5), may be charged an extra full fare.
- EATRAN offers **reasonable** parcel delivery at the appropriate regular (full) fare rate. Such packages will be handled by call-in or reservation. Fares must be paid for at the point of pick-up (unless otherwise arranged with EATRAN management). A package is subject to the EATRAN "No-Show" policy.
- EATRAN will not transport firearms, explosives or flammable materials.
- EATRAN reserves the right to refuse transportation of exceptionally large or heavy items, including, but not limited to, furniture, irregularly shaped or bulky items, etc.

## I. TRANSPORTING ANIMALS

Only service animals are allowed on the bus.

## J. SEATING

- Standing is not allowed on regular service operations.
- Once seated, remain seated until bus reaches your destination.
- EATRAN encourages the use of seat belts.
- If the bus exceeds seating capacity, the driver will notify dispatch immediately.

## K. WHEELCHAIR USERS CLIENTS (INCLUDING AMIGOS, ETC.)

- EATRAN will provide transportation in accordance with the provisions of the Americans with Disabilities Act: **Definition of "Common Wheelchair": i.e., a wheelchair that fits on a 30" x 48" lift platform and does not weigh more than 600 pounds when occupied.** (*Federal Register Vol.56 No.173 /Sec. 37.3,Definitions*)
- While passengers may not be required to leave their mobility device for the purposes of transportation, they must allow EATRAN employees to secure their device to the bus by means of the security systems available in the vehicle. Persons refusing to allow their device to be secured will not be transported.

- EATRAN strongly suggests the use of seat belt devices by those passengers traveling in mobility devices.
- EATRAN will assume no responsibility for injuries or damages resultant from passengers' refusal to use safety equipment.

#### L. PAYMENT OF SERVICES

- **EATRAN policy does not permit our drivers to transport any passengers who do not have the proper fare.**
- EATRAN accepts for its fares all U.S. legal tender (coins and paper) and tickets or tokens in the appropriate fare category.
- Any rider that presents or is found, upon investigation, to have turned in any other forms of material that is not proper payment for service, will be barred from riding EATRAN vehicles and if possible prosecuted to the fullest extent of the law.
- All cash or tokens/tickets submitted for fares that exceed the fare amount will be counted in the day's receipts and considered a donation to the EATRAN system. EATRAN drivers do not carry and are not permitted to make change. EATRAN will not refund overpayment nor credit them for future rides unless specific arrangements are made with EATRAN management.
- Tokens may be purchased at city and township halls and the EATRAN office.

#### M. SPECIAL SERVICES ROUTES

- **Out-of-County Medical Trips:** EATRAN provides out-of-county medical transportation for seniors and persons with special needs residing in Eaton County to points in Greater Lansing. Such transportation is provided under a separate, higher fare structure than its regular "in-county" routes. Out-of-county medical trips require an advanced reservation. One (1) person may assist any senior or a person with special needs on an out-of-county medical trip, to the same destination at no charge. There are no fare discounts applicable for this service.
- **Commuter Express:** When business conditions demand, EATRAN provides commuter express routes from Charlotte, Potterville, Grand Ledge and Delta under a separate, higher fare structure than its regular "in-county" routes. Such transportation requires an advanced reservation. There are no fare discounts applicable for this service.
- **Summer Fun Pass:** Available during summer months only for passengers age 5-18. One time pass purchase to be used for unlimited summer rides (dates to be determined each May).