

MOBILITY DEVICES AND WHEELCHAIRS

We have buses and vans that are accessible for people who use mobility devices. When you call to reserve your ride, please tell the dispatcher or driver if you use a mobility device such as a walker, manual or motorized wheelchair, scooter, etc., and if you will need a lift or ramp to enter the vehicle.

All mobility devices must be secured within the vehicle by the driver. Our drivers have all received training in handling mobility devices and securing them properly.

PROHIBITED BEHAVIOR

- *No standing. Remain seated when the bus is moving.*
- *No smoking.*
- *No fighting, throwing things, pushing, shouting, loud behavior or vulgar language.*
- *No firearms, weapons, gasoline or other flammables, or fireworks.*
- *No feet on the seats.*
- *Shirts and shoes are required attire.*
- *No roller-skates or rollerblades worn on the bus.*
- *No bicycles allowed on the bus.*

PICKUP WINDOW

South Central Transit Network operates on a plus or minus 10 minute pickup window, meaning that you should be ready to board the bus at least 10 minutes prior to your scheduled pickup time. Also, you should expect the bus to arrive no later than 10 minutes after your scheduled pickup time.

PASSENGER ASSISTANCE

South Central Transit Network provides door to door service for any passengers needing this assistance. Please let the dispatcher or driver know if you will require this assistance.

CANCELLATIONS

Please contact Dispatch at 845-4300 as soon as you become aware of the need to cancel your ride. If you do not cancel, you may be charged for the ride. Repeated "no shows" may result in a suspension of your bus riding privileges.

RIDE RESERVATIONS

You must schedule your ride in advance. Call dispatch or your driver to reserve your ride. The driver will arrive at your specified pickup location at the agreed-upon time and take you to your destination. Be ready to board the bus 10 minutes prior to your scheduled pickup time.

Using the transit system to travel from one single location to another single location is called a one-way ride. If you travel to a destination and require a ride home or to be taken to another location, it is called a round trip. When you schedule your ride, be sure to tell the dispatcher or driver if you are planning multiple stops, so that all of your rides are accounted for in the scheduling.

HOURS OF OPERATION

The office hours in Valley City are Monday through Friday from 8:00 a.m. to 5:00 p.m., and Saturday and Sunday 9:00 a.m. to 2:00 p.m. South Central Transit Network is closed for New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas Day.

FARES

Bus fares are generally paid to the bus driver when you board the bus unless prior arrangements have been made. For more information, please contact the dispatcher at 701-845-4300 or 1-800-472-0031.

Discrimination Statement

No one shall be denied a ride based on race, color or national origin. Persons with limited English proficiency may receive language assistance free of charge upon request. If you believe you have been discriminated against, please contact the agency Director between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday at 701-845-4300 or 1-800-472-0031 or by mail at P.O. Box 298, Valley City, ND 58072.



SOUTH CENTRAL TRANSIT NETWORK

701.845.4300
1.800.472.0031

Post Office Box 298
139 2nd Avenue Southeast
Valley City, North Dakota 58072

WHAT AM I ALLOWED TO BRING ON THE BUS?

For questions about items you can or cannot bring on the bus in addition to those listed below, please talk to the dispatcher or your driver prior to getting on the bus.

CLOSURE DUE TO WEATHER OR OTHER EMERGENCIES

South Central Transit Network makes every attempt to provide service during scheduled hours. When extreme weather conditions make travel unsafe, we reserve the right to discontinue services until conditions improve. In case of severe weather, every effort will be made to get all passengers returned to their homes as quickly as possible.

South Central Transit Network uses local radio stations to broadcast closures due to dangerous weather conditions or other emergencies (e.g., flooding). Check your local stations for announcements. If you are a dialysis patient and need to get to your appointment, we recognize that this is a life sustaining necessity, and every possible effort will be made to ensure that you are able to receive your necessary treatment. (Please check Valley City radio station KOVC AM 1490)

REFUSAL OF SERVICE

South Central Transit Network has empowered its drivers to refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. Drivers also have the right to remove people from the bus who are belligerent, rude, or refuse to follow agency policies or directions. If the driver believes a passenger poses a safety or health threat to themselves or others, the driver may contact dispatch or the police for assistance. Passengers are not allowed to carry weapons on the vehicle. If a person has unreasonable personal hygiene, the agency director or transit coordinator may discuss the issue with the passenger and discuss corrective action that needs to be taken to continue riding the bus.

SEAT BELTS

All passengers are required to wear seat belts at all times while riding in our vehicles.

ESCORTS AND PERSONAL ATTENDANTS

Attendants traveling with passengers who are frail and require assistance, may travel at no charge. The escort must get on and off the vehicle at the same locations as the passenger. When you schedule your ride, let the dispatcher know that an escort will be accompanying you. Under some circumstances, you may be required to have a personal care attendant or escort. South Central Transit Network will inform you ahead of time if you need to have an escort with you in order to ride.

COMPLAINTS OR COMMENTS

South Central Transit Network encourages those with concerns or complaints to contact the agency director. Please be prepared to be as specific as possible about the concern or event. We follow up on all complaints. You may call 701-845-4300 or 1-800-472-0031 or submit a complaint in writing to the agency director at South Central Transit Network, P.O. Box 298, Valley City, ND 58072. You may also make an appointment with the director to visit in person at 139 2nd Avenue SE, Valley City, ND. All comments and complaints will be handled in a timely and efficient manner.

Suggestions for improvements to our transit program are always appreciated. We encourage your comments and recommendations. If you have received superior service, we also encourage you to let us know so we can pass that information on to our employees.

LOST & FOUND

Check the area around you for personal items before exiting the bus. South Central Transit is not responsible for items left on its vehicles. However, if you believe you have left something on the bus, contact the dispatcher or driver and let them know which bus you were on and where you were seated.

FOOD AND DRINK

Food and beverages are allowed on the vehicle. Beverages must be in a sealable container. Take all garbage and waste products with you when getting off the bus.

PETS (NOT SERVICE ANIMALS)

Pets are only allowed on the bus if prior arrangements have been made with the central office, dispatcher or driver. All pets must be in approved pet carriers and must fit on your lap or the seat next to you. Pet carriers are not allowed in the aisle or in the wheelchair lift area. You will be solely responsible for loading and unloading the pet carrier.

SERVICE ANIMALS

Service animals are permitted to accompany individuals with disabilities in vehicles and facilities operated by South Central Transit. The rider may be refused transportation services if the service animal is not under the control of the person with the disability or if it is threatening the safety of others.

CELL PHONES

While the use of cell phones is permitted on the bus, we ask that passengers please be considerate of the other riders. Loud talking that disturbs other passengers may result in a driver asking the offending passenger to restrain from using their cell phone.

OXYGEN TANKS

Portable oxygen tanks are allowed on the vehicle but must be secured by the driver. Please let the dispatcher or driver know when you schedule your ride if you will be bringing a portable oxygen tank on board.

CAR SEATS

If you are bringing a small children or infants with you on the bus, you may bring a car seat for them to use. You must restrain the car seat using the seat belts provided in the vehicle. The driver will not be responsible for restraining the car seat.

STROLLERS

Children must be removed from strollers. Strollers must be able to be collapsed and fit between the seats of the bus or secured by the driver. Strollers may not be placed in the aisle or next to the wheelchair lift.