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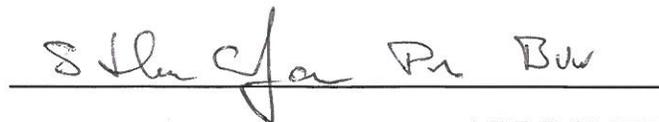
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CITY CLERK
CITY OF MICHIGAN CITY

MICHIGAN CITY TRANSIT

PASSENGER GUIDELINES
FOR
TRANSPORTATION SERVICES
(Rules and Requirements for Passengers)

MICHIGAN CITY TRANSIT
Passenger Guidelines



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APPROVED

City of Michigan City Board of Public Works and Safety

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OVERVIEW OF THE MICHIGAN CITY TRANSIT

As a Department of the Michigan City Government the transit system is the provider of public transportation to persons residing in the city limits of Michigan City. Michigan City Transit (MCT) is dedicated to providing viable public transportation services that are essential to the growth and economic development of the county and the public's mobility needs. Our primary goal is to provide our residents with greater accessibility to healthcare, employment, education, public services and recreational activities.

The MCT is a fare paying public system with all passengers having to pay or have their fares paid for by some other person or entity.

Services are available Monday through Friday from 6:30 am to 6:00 pm and Saturday 8:30 am to 6:00 pm. The system provides four (4) fixed routes that service the city. Para-transit services are provided on a case by case basis through an application and approval process.

For more detailed route information, schedules, Para-Transit Services, or other matters pertaining to public transportation in Michigan City contact the:

Michigan City Transit Department

1801 Kentucky

Michigan City, IN 46360

(219) 873-1502

Office hours are 7:00 am to 6:00 pm M-F/ 8:00-6:00 pm Saturday

OUR MISSION

Michigan City Transit is a team of transportation professionals committed to providing high-quality public transportation and Para-Transit services to the citizens of Michigan City in a safe, dependable and courteous manner.

OUR CORE VALUES

Safety First

Accountability

Mutual Respect

Integrity

Respect for the Community We Serve

OUR GOAL

Meet or exceed your expectations every time, every ride.

Introduction:

Michigan City Transit is responsible for the safety of all passengers utilizing our services. As passengers you rightfully expect safe, efficient and comfortable transportation services. The Welfare and safety of all passengers is a tremendous responsibility. Therefore, we will tolerate nothing less than all drivers being professional and

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courteous towards all passengers at all times. To ensure the safety of all passengers and drivers we deemed it necessary to have a written form, as to how we expect our passengers to conduct themselves appropriately while on-board a MCT Transit vehicle. Hopefully, the guidelines outlined in this document will benefit the transit system and you, as our valued customer. Our aim is to increase supportive ridership and provide safe, reliable, and comfortable transportation services to all passengers.

A copy of these guidelines will be available to all passengers on all MCT vehicles and on the City of Michigan City website on the Transit Department page.

AMERICAN WITH DISABILITIES ACT (ADA)

The ADA is an extensive civil rights law designed to remove barriers that prevent individuals with disabilities from enjoying the same opportunities that are available to persons without disabilities.

A substantial part of the ADA covers transportation provided by public entities. In general, the law prohibits public entities from denying individual with disabilities the opportunity to use transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against person with disabilities.

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The ADA requires drivers to assist and to be courteous to passengers with disabilities. All drivers must:

- Allow adequate time for passengers with disabilities to board and depart the vehicle.
- Permit passenger with disabilities who do not use wheelchairs, including standees, to use the lift.
- Secure mobility devices using the available securement system. If the passenger's mobility device cannot be secured, explain to the passenger that he or she is not secure. If passenger still wants to be transported, we must transport.
- Permit passengers with disabilities to travel with respirators or a portable oxygen supply.
- Permit all service animals to accompany passenger with disabilities on the vehicle.
- Announce all transfer points. All announcements must be made in a clear understandable voice with sufficient volume to be heard in the rear of the vehicle.

PASSENGERS ASSISTANCE AND SERVICE

Of all the things we do as a transportation provider, the way the driver interacts with you will have the most influence on your attitude toward MCT. Our goal is to maintain a favorable image. One discourteous, irresponsible act can create an unfavorable image for all MCT employees. All drivers are required to:

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- Be courteous and respectful to all passengers
- Offer assistance to every passenger and make the ride safe and comfortable.
- Stop to pick up passenger at all points designed by the route requirements.
- Ensure that passengers properly secure all baggage, packages, and other items to avoid any possible injury that could result from falling or shifting items that could injure passengers.
- Answer questions politely and completely. Drivers are asked, for safety reasons, to avoid discussions with passengers while the vehicle is in motion.

Passenger Escorts (Para-Transit Services)

Transportation is a valuable service and we want our community to benefit from the services provided. We are concerned about the personal well-being of our residents and will try to do everything possible to be helpful and supportive of our passenger's needs. Due to various limitations, some passengers cannot utilize the transportation services without assistance beyond what the drivers can provide. For those circumstances MCT will authorize an escort to travel with the passenger.

Escorts are required to be 15 years of age or older, as well as, mentally and physically able to assist the passenger. It is the

passenger's responsibility to provide his or her own escort. Once the determination for an escort has been made, transportation services may be denied if the passenger does not have an escort available at the scheduled pickup time.

PASSENGER PERSONAL CONDUCT

Michigan City Transit is committed to provide safe, accessible, timely and professional services for our customers. We can provide such service only when our passengers respect and follow certain safety and courtesy rules, they are listed below;

- The driver is responsible for the safety and welfare of all passengers while on-board the transit vehicle. Therefore, the driver is in charge and the passengers are expected to comply with the instructions of the driver at all times. Passenger safety and welfare is contingent upon all passengers complying with these instructions.
- Passengers are expected to act in a courteous manner at all times while on-board the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.
- If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to secure it before proceeding. Passengers with

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medical conditions will be offered an extension, but will not be required to wear the belt.

- Never cross in front of or run along the side of a bus. (If the bus is moving you have missed the bus.)
- Passengers are expected to pay their fares upon boarding the vehicle or show a valid pass to the driver. Drivers do not make change, exact fare is required.
- Do not attempt to stand or exit the vehicle until it has come to a complete stop.
- Passengers are expected to maintain control of their possessions while on the vehicle. Any item brought on-board must be stored underneath the seat or on your lap. The Michigan City Transit Department is not responsible for lost or stolen property.
- In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the vehicle is deemed necessary, the driver will instruct all actions necessary.
- Passengers are not permitted to consume food and drinks on-board any Transit vehicle.
- Passenger may only carry on-board what can be carried on in one boarding.

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- All Michigan City Transit vehicles are tobacco free. Smoking and chewing tobacco are not permitted on any vehicle or inside any bus shelter.
- No passenger is permitted to have an open alcoholic beverage container while on-board a Transit vehicle. The Michigan City Transit Department reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol.
- Illegal drugs are not permitted on a Transit vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
- At the discretion of the driver any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
- Any person using profane language towards the driver or other passenger, may be asked to exit the vehicle.
- Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
- Passengers are to refrain from horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such an incident,

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will ask the passenger to exit the vehicle and will contact law enforcement if deemed necessary.

- Weapons are not allowed on-board any vehicle at any time. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, or any other device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be immediately reported to law enforcement.
- Service animals accompanying individuals with disabilities will be allowed to board the vehicle. No other animals are allowed.
- Do not abuse or damage property or equipment.
- Respect others-please no soliciting or panhandling.
- Please let disabled persons, persons using wheelchairs and senior citizens use priority seating at the front of the bus.

The driver will report violations of these rules to the appropriate staff for possible suspension of ridership privileges.

SUSPENSION OF SERVICES

All passengers and escorts are required to follow the rules and guidelines contained in this booklet. Violations of the rules and

guidelines can result in the suspension of ridership privileges. An incident report must be completed by the driver in order to document the violation.

All incident reports will be submitted to the Director for investigation. If the violation is serious enough to warrant suspension of services, the passenger will be notified in writing.

Guidelines for Suspension

First Offense:

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of the service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report.
- If there is no change in the passenger's behavior, Dispatch will be contacted for assistance.

Second Offense

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of the service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report.

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- If there is no change in the passenger's behavior, the dispatcher will be contacted for assistance.
- The Transit Department Director will contact the passenger to discuss the importance of following the guidelines and to resolve whatever issues there may be.

Third Offense

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of the service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report.
- If there is no change in the passenger's behavior, the dispatcher will be immediately notified and ask for further assistance and the occurrence will be documented on an Incident Report.
- The Department Director will contact the passenger to discuss the seriousness of their violation of transportation services. The passenger will be informed that he/she is suspended from service for one (1) month.

Forth Offense

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of the service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report.
- If there is no change in the passengers behavior, the dispatcher will be immediately notified ask for further assistance and the occurrence will be documented on an Incident Report.
- The Department Director will contact the passenger to inform them of a suspension of service until reinstated at the discretion of the Department Director and Superintendent of Central Services.

The above guidelines allow you as a passenger, two (2) violations of the rules and regulations, that have been established to ensure your safety and welfare as a passenger before suspension of ridership will be initiated. However, please understand that we are insistent about the safety and well-being of our employees and passengers.

Therefore, the seriousness of a first violation could result in the suspension of ridership privileges.

COMPLAINT

If you have any problems with the services you received, please do not hesitate to call or come by our office located at 1801 Kentucky Street. You can obtain a copy of our complaint form from any driver, department vehicle, our office or from the City's webpage. You can also call the Transit Department at 219.873.1502 and lodge a complaint. All complaints are investigated and all efforts will be made to resolve all complaints as quickly as possible.

LOST AND FOUND

If you forget an item on the bus you may call to see if it has been turned in. Items found during the day are typically turned in to the Transit Department Office. Please call 219.873.1502 Monday through Friday between 7:00 am and 6:00 pm to see if an item has been turned in. Items recovered at night by cleaning staff are also turned in to the Transit Department Office. If you find an item someone has accidentally left on the bus, please turn it in to the driver. All recovered items are held for 30 days, and can be identified and claimed within that time frame at Central Services 1801 Kentucky St. Michigan City, IN

Michigan City Transit is not responsible for lost items on the bus.