



Bis-Man Transit delivers valued public transportation, linking people, jobs and communities.

Community Transportation Input Committee Meeting

January 22, 2024, 2:00 PM

<https://us02web.zoom.us/j/83930286408>

Call in: +1 312 626 6799; Meeting ID: 839 3028 6408

Welcome & Introductions

Regular Agenda

1. Driver Assistance Policy
 - a. Attachment A

2. 2023 Year Review

Other Business

Adjourn



A

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Driver Assistance Policy – To be Included in Section 2.8 of the Policies and Procedures Handbook

On request, the driver will assist passengers between the vehicle and entrance of a house, apartment building or other building. Such assistance must be requested in advance by notifying the scheduler when you make your reservation. If the passenger has indicated on their application that they require driver assistance regularly, this shall be indicated on the driver's schedule for all future trips.

Driver assistance ends when the driver has assisted the passenger in getting through the main door of the building. This includes assistance through a short entryway into the climate-controlled portion of the building. If the passenger needs additional assistance beyond the main door, they should have someone meet them at the door or have a personal care attendant ride along. The driver will not assist individuals in wheelchairs into buildings that are not accessible (other than opening doors), nor will drivers push wheelchairs through areas that have not been cleared of snow.

If requested, the driver will assist with either two grocery-size bags or one small collapsible cart. The driver will not bring packages past the first door. Space for packages is limited. The rider must be able to carry their packages in one trip and the packages must be safely secured while on the vehicle. Guests and personal care attendants are expected to assist the passenger.

Bis-Man Transit reserves the right to refuse service or load at a location deemed as unsafe for the passenger, driver or the vehicle/equipment, including areas not cleared of snow. The driver will attempt to find an alternate loading point which is deemed to be safe by the driver and acceptable by the passenger. The driver must be able to keep the vehicle in sight at all times, and cannot assist passengers to an entrance that hinders this.

Service will be impacted during a snow event. The drivers will only travel on roads that are reasonably clear of snow. If a passenger is leaving their residence during a snow event and plans to return to that residence that day, it is the responsibility of the passenger to arrange for snow removal on their property so there is a clear path for the driver to assist the passenger to the door. The driver is not to shovel a path to the door for the passenger.

If a major snow event is probable, service may be cancelled by Bis-Man Transit. Passengers are to listen to local media to find out if service has been cancelled. If it appears during the afternoon that service may be cancelled the next day, staff may contact riders to determine an appropriate course of action.

Ramps to the passenger's door must be safe for both the passenger and the driver. The passenger is responsible for arranging for the ramp to be free of snow and ice.

Passengers unable to independently conduct themselves inside an origin/destination building lobby should have someone meet them at the door or have a personal care attendant (PCA) ride along. If the destination building is locked, a PCA is not along, and no one is available to meet the individual, the driver, after first receiving approval from the Dispatcher, may return the individual to the place of origin at the next available trip. If this is not an option, the rider will be returned to the bus and remain on board until the driver receives instructions from the Dispatcher. The driver will continue completing scheduled trips so as not to delay another passenger's service. Once Dispatch makes contact with the rider's guardian/PCA, the driver will be instructed to return to the drop-off point as their trip schedule permits.



3750 E Rosser Avenue,
Bismarck, ND 58501



701.258.6817



info@bismantransit.com



www.bismantransit.com

Bis-Man Transit will track policy violations, specifically those that result in delays for other riders and overall system productivity. Violations prior to the policy approval will not be assessed.

On the day the rider violates the policy, the following progressive action will be taken:

- First violation (1st ride) — A warning letter will be issued advising the rider/guardian of the policy violation and informing them of the next steps that may be taken.
- Second violation (2nd ride) — Customer will receive a seven (7) day suspension.
- Third violation (3rd ride) — Customer will receive a fourteen (14) day suspension.
- Fourth violation (4th ride) — Customer will receive a twenty-one (21) day suspension.
- Subsequent violations will result in an additional seven (7) day suspension. (5th+ ride)

Violations will be tracked on a **sixty (60) day** rolling calendar period.

Appealing a Warning or Suspension

Customers are given the opportunity to appeal a suspension of service with Bis-Man Transit. If any citizen using the Bis-Man Transit system has a concern or disagreement, they are asked to submit their issue in writing. All written appeals will be investigated and a response will be issued within five (5) working days.

If the individual is not satisfied with the response received from the Administrative office, they have the right to appeal the decision to the Bis-Man Transit Board of Directors at their next scheduled meeting. After the Board of Directors has reviewed the situation, they will provide a written response within ten (10) working days. If the individual is not satisfied still, they have the right to submit a complaint to the Federal Transit Administration at 1200 New Jersey Avenue, SE, Washington, DC 20590 United States.



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