

Sanilac Transportation - Passenger Handbook

Providing curb to curb, shared ride service to the residents of Sanilac County for over two decades.

WELCOME

We would like to take this opportunity to thank you for choosing to use Sanilac Transportation services. STC is a curb to curb service. Our main goal is to provide you with a Safe, Efficient and Dependable form of public transportation. In accomplishing those goals the entire STC staff is expected to treat everyone they serve in a professional manner. In return we believe STC customers should act in a courteous manner when having interactions with any of the STC employees, customers, general public and while riding in the bus.

As with any service of this nature we must have rules to protect the customer, the employee and the general public. STC has compiled this document as a resource of information for STC customer's and STC staff to use when in question about the rules for STC passengers. This document is not being provided as an inclusive list of all the possible rules that could apply, but rather as a guideline to illustrate examples of rules in which STC passengers will need to comply with.

Please carefully read the following information, it is important and may save time and confusion in the future. If you should have any questions or concerns please feel free to contact the Director at 810-648-9766 during regular daytime business hours. Thank you for your patronage and support.

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I Organizational Information

The Sanilac Transportation Corporation, or STC, is a public transportation system that has contracted with the Sanilac County Board of Commissioners to provide county-wide transportation to the citizens of Sanilac County since 1985. For five years prior to that, service was provided under the name of Thumb Area Transportation, as part of a consortium with Huron County.

STC services are funded through State and Federal Grants as well as farebox and contractual services with Community Mental Health and the Intermediate School District.

Although STC has many characteristics of a taxi service, we are a bus service driven by routes and schedules. Our fare structure reflects this fact.

No passenger will be discriminated against for religion, race, color, national origin, age, sex, marital status, height, weight or disability.

Sanilac Transportation has a fleet of eighteen buses and a fully equipped maintenance vehicle. 100% of our buses are wheelchair lift equipped offering user friendly access for the mobility impaired.

If you should ever have an experience that you believe needs to be reported please follow this process:

1. Notify the STC Dispatcher at 810-648-9766
2. Notify the STC Director at 810-648-9774

Regular Board of Directors Meeting location, dates and times for the Sanilac Transportation are posted both at the office in Sandusky and at the Sanilac County Court House. The public is always welcome.

II Requesting service (calling in for a pick-up)

A. So that efficient tours can be developed we ask that your request be made 24 hours prior to the pick-up time.

B. If you live in the outlying areas of Sanilac County, the best service will be provided with some advance planning. Before you make an appointment, please contact STC dispatch to make sure it will fit into our schedule. Monday through Friday our buses make at least three trips daily to each county area. The service is spread throughout the day to meet the needs of the greatest number of customers.

C. Sanilac Transportation is primarily a Sanilac County service. We do have a bus into Port Huron once a month; in addition, we coordinate our service with surrounding county agencies. Please call our office for assistance with these services.

D. Please provide the passengers name, pick-up location, destination and when the arrival at the destination must be made. The dispatcher will quote you an estimated pick-up time.

E. Be ready for the buses arrival from 15 minutes before until 15 minutes after the scheduled pick-up time. This will avoid delays so everyone will arrive to their destination on time.

F. Arrival time at the destination may vary. You should always have someone available at the destination to receive a preschool, kindergarten aged child or someone that has a mental or physical challenge that will need assistance.

III Fares

A. Everyone is required to pay their fare as they board the bus. Fares may be paid with STC punch tickets, cash, check or prepaid at the STC office. Ask your driver, or the dispatcher, about our discount tickets.

B. The drivers do not carry change, and balance from what you pay is not refundable. A no refund policy also applies toward ticket and prepaid purchases.

IV Canceling a request for service

A. Notify the STC dispatcher as soon as possible, preferably before a driver has been dispatched to the pick-up location.

B. Notifying STC of cancellations in a timely manner will allow us to provide the most efficient and effective service to all of our customers.

V Changing a request for service

A. Notify STC dispatcher as soon as possible. Do not depend on another agency to make this request for you, especially when a child's transportation is involved.

B. Whenever possible we ask that the same individual try to always provide the notification. This will help reduce confusion and assist the STC staff to become more familiar with the individual making notification.

VI No Shows

A. If a customer is not ready for the STC bus when it arrives, or is not in need of the service and does not cancel, it creates delays for many customers. For example, if the driver needs to wait 2 extra minutes for 10 passengers that are no shows it will create up to an additional 20 minutes of delay for other customers that may need to get to school, an appointment or work.

B. If you have three no shows, or more, an attempt will be made to notify you that any standing

order has been canceled. Those that prepay rides may also be canceled.

C. If there are too many no shows service may be discontinued.

D. Anyone having one or more no shows may be required to pay for any previous no shows before service is provided or dispatched.

VII Animals

A. No animals shall be transported on STC buses. The only exception to this will be an animal assisting someone disabled. Certification must be provided upon request as to the animal's training.

B. Those animals serving the disabled shall not be required to be muzzled. It is a good choice to NOT have these animals on a crowded bus, especially a bus that has many young children on it. If necessary the Director shall make the final determination as to whether an animal is certified. The following restrictions apply:

1. The animal shall be on a leash.

2. The animal shall be either on the lap or on the floor next to the disabled person.

C. We also ask that all pets be kept away from the boarding area of the bus. This can create a varied amount of problems and delays. All customers are responsible for any damage that an animal may cause to the STC driver, and STC passenger and the STC bus.

IX General rules for passengers

A. Riders shall enter and leave the bus only at the front passenger door unless they are using the wheelchair lift door or in case of an emergency.

B. Riders shall wait until the bus has come to a complete stop before attempting to board or disembark the bus. All riders shall stay seated until the bus stops.

C. No roller skates, roller blades, ice skates, etc. are to be worn in the bus. Footwear such as ice cleats, during certain periods of the year, may be worn into the bus at the driver's discretion.

D. All passengers are to be clothed and wearing some form of protective footwear.

E. While waiting for the bus or leaving the bus, riders shall stay off the traveled roadway at all times. Riders shall not walk along the side, directly in front of or behind the bus for any reason.

F. All passengers will remain seated while the bus is in motion and for the duration of their ride.

G. Passengers may only be seated on a bus seat; they are not to sit on the bus floor, seat back and

so on. Standing should not be allowed under normal circumstances.

H. Passengers should always wear the provided seat belt restraint.

I. Any passenger may be required to sit in a specific seat upon the driver's discretion.

J. When applicable, passengers are to ride the bus to their designated stop unless they have been assigned a different destination by a responsible party.

K. Riders shall be considerate of all others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper behavior towards anyone, including another passenger, anyone in the general public, the bus driver or themselves will not be tolerated.

L. If the bus becomes immobile or there is an emergency situation, riders are to comply with the instructions of the driver.

M. Riders shall avoid unnecessary disturbing noises. Do not shout at passing persons or vehicles. Radios, musical instruments and other similar items can not be played or used on the bus.

N. Riders shall keep hand(s), head or any other body part inside the bus and within their seated area at all times.

O. Riders shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly.

P. Riders shall help in keeping the bus clean and orderly by using sanitary practices. Any offensive odors to others or any type of an unsanitary practice are to be avoided.

Q. Eating or drinking beverages on the bus is not permitted.

R. Smoking, lighting matches, lighters, or any other type of fire, flammable or any item that the driver perceives as threatening or a danger or hazard is not permitted on the bus.

S. Any items that the driver assumes may be explosive or any type of firearm or weapon that the driver perceives as possibly being threatening or a danger or hazard is not permitted on the bus.

T. All toys will be kept in a container and not in view or played with.

U. Riders who observe damage to a bus should report it immediately to the bus driver.

V. Any wheelchair, occupied or unoccupied, that exceeds the weight limit or size identified by the hydraulic lift manufacturer will not be able to use the hydraulic lift.

W. The transportation of unusual items, not normally carried on a bus will be left to the driver and/or dispatchers discretion.

X. Hazardous materials are never allowed to be transported on the bus.

Y. The rules that are listed are not intended to be a complete list. These rules are to be followed and intended to be a guideline showing proper passenger behavior.

X Carry-on items

A. Bicycles and other large bulky articles, panes of breakable glass or any article similar in nature may be transported in an adequate container and will be permitted on the bus at the discretion of the STC driver. Any article of a potential explosive nature, such as gun powder, gasoline or articles which are improperly protected and which may be likely to cause bodily harm, an accident, soil or damage the vehicle, driver or other passengers can not be transported on or in the vehicle. The reason for this incomplete list of articles is not to identify every prohibited article, but more so as a sample listing to show the pattern of items that are not allowed. Items not listed, that the STC driver may consider hazardous or potentially harmful, may be determined by the STC driver, STC dispatcher or Transit Director's discretion to not be allowed on or in the vehicle.

B. An item such as an oxygen tank must be portable and secured in some fashion so it can not fall or roll. Securement can be with a seat belt, a tank holder on wheelchair. A portable pull cart standing or laying unsecured is not considered as the tank being secured.

C. Please try to limit your baggage to the amount you can carry. STC buses are often full, aisles and seats cannot be blocked by extra baggage. The STC driver will report problems concerning excessive articles to STC management who in turn will contact the customer to reduce excessive items.

D. The STC driver may not leave the vehicle to assist with baggage when there are other passengers on board. The driver is not allowed at any time to give assistance away from the curbside of the bus.

XI Lost and found

A. Any item that is lost on the bus and has a name, address or phone number, attempt will be made to notify the customer that we have the item. We urge young passengers to have coats, hats, backpacks etc. labeled with their identification.

B. If you are aware of an item that may have been lost on the bus please notify the STC dispatcher as soon as possible to find out if it has been turned in.

C. Lost and found items that are not claimed after one month will be donated to an organization or disposed of.

XII Discipline procedures

- A. Individual agency procedures will be followed for clients riding as per contractual agreements.
- B. The level of disciplinary action will be determined by the incident and the frequency it occurs. The action could be a notification by telephone or mail up to immediate suspension from using the STC service. A continuance of a minor infraction could have a result of suspension from service.
- C. If a passenger becomes too disruptive the STC driver may request that a police officer be dispatched to provide assistance with the situation, including the removal of the passenger from the bus or office and taking them into police custody.

XIII Complaint procedure

- A. Passengers/Clients/Agencies with complaints regarding STC employees, procedures, practices or incidents should contact the director of STC @ 810-648-9766. A form for written complaints is available by request from STC and most of the agencies we deal with.
- B. The director will listen to and document the details of the complaint as completely and accurately as possible. Days/dates/times should be as accurate as possible. Any co-complainants and/or witnesses will be identified.
- C. The director will contact any co-complainants and witnesses and document any information they are able to provide.
- D. The director will hold conference with all STC employee's that may have facts relating to the complaint, documenting such information.
- E. The director will use all available resources, such as GPS, drivers logs, call logs, etc. in an attempt to verify all information.
- F. The director will use all acquired information to attempt to determine what, if any, problems need to be addressed and address them in a timely manner.
- G. The director will disseminate the information as deemed necessary by the outcomes of the investigation. Outcomes could be shared with such players as:
 - 1. Employees and their union
 - 2. STC Board of Directors
 - 3. The complainant
 - 4. Parents
 - 5. Home care providers

6. Recipient rights officials

7. School officials

8. Law enforcement

9. The court system