

Watertown Area Transit, Inc.

205 First Avenue NE

Watertown, SD 57201



PASSENGER HANDBOOK

For service or to

Schedule a ride call

(605) 882-5287

Adopted: January 8, 2013

Effective: February 15, 2014

Updated: July 1, 2018

Watertown Area Transit is a non-profit organization (501) (c) (3) dedicated to providing affordable transportation for persons of all ages in the Watertown Area.

INTENT OF PASSENGER HANDBOOK

The handbook serves as a guide in making decisions that affect passenger travel. The policies are simple and critical to the efficiency of transit operations. Safety is a priority for all passengers riding public transportation.

It is the mission of Watertown Area Transit, Inc. (WATI) to serve all citizens of Codington County, the City of Watertown and the surrounding area with public transportation utilizing the resources to its fullest potential. WATI strives to meet the needs for public transportation throughout the immediate and regional communities.

The goal is to offer affordable, convenient and a safe ride for passengers by ensuring that their need for mobility and independence remain structurally strong well into the future of public transportation in the Community. WATI recognizes the importance of a strong and lasting transit system that provides growth and potential for the community's advancement of economic growth for future generations. Its need is evidenced by the continual growth of transportation over the past few years.

In order for Watertown Area Transit, Inc. to remain a strong and viable service for citizens of the community, its key component passengers must interact responsibly with each other. This document provides guidelines and responsibilities of clients for the duration of the trip to ensure all passengers safety.

Watertown Area Transit, Inc. does not discriminate nor will it deny service to any individual based on race, color, sex, age, national origin, disability, economic status, religion, belief or affiliation with a group or any protected person.

If any person believes that he or she has been discriminated against, bullied, harassed or subject to any type of unwanted behavior, please contact the Director at Watertown Area Transit, Inc. during office hours from 8:00 a.m. to 4:30 p.m. at (605) 882-5287 for assistance or by mail at 205 First Avenue NE, Watertown, SD 57201.

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(Includes Bags and purchases, personal possessions, lost and found, no smoking and bicycles)

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Watertown Area Transit, Inc.

205 First Avenue NE, Watertown, SD 57201

Director: Terry Hoffman

HOURS OF BUS OPERATION

Monday thru Friday

6:00 am to 6:00 pm

Saturday

6:00 am to 4:00 pm

Office Hours

Mon – Fri: 8:00 am to 4:00 pm

Saturdays: Office Closed: Phone calls only

Call the office at (605)882-5287 to schedule your ride

Rides must be scheduled a BUSINESS DAY IN ADVANCE by 3:00 pm

Areas of Travel

Area No. 1 - A one-way trip is \$3.00. Round trip is \$6.00: includes all locations within Watertown City limits except for designated areas around Lake Kampeska & Pelican Lake

Area No. 2 - A one-way trip is \$5.00. Round trip is \$10.00: includes designated areas around Lake Kampeska & Pelican Lake

Area No. 3 - A one-way trip is \$8.00. Round trip is \$16.00 includes the following area:
All homes and businesses with direct access to Sioux Conifer Road from the intersection of 167th St on Sioux Conifer Rd to the intersection of 164th St on Sioux Conifer Rd

Medicaid supported Trips outside our immediate coverage areas:

Ambulatory passengers with no mobility devise needing securement: \$0.71 per loaded mile.

Passengers requiring a mobility device needing securement: \$2.01 per loaded mile.

IN CODINGTON COUNTY, but outside of immediate service area					
From		Ambulatory Fare		Wheelchair Fare	
Watertown to	Miles	1-way	Round Trip	1-Way	Round Trip
Rauville	6	\$5.00	\$10.00	\$12.00	\$24.00
Kranzburg	7	\$6.00	\$12.00	\$14.00	\$28.00
Waverly	11	\$8.00	\$16.00	\$22.00	\$44.00
Florence	16	\$12.00	\$24.00	\$32.00	\$64.00
Henry	17	\$12.00	\$24.00	\$34.00	\$68.00
Wallace	26	\$10.00	\$15.00	\$50.00	\$100.00
South Shore	26	\$10.00	\$15.00	\$50.00	\$100.00

Senior age 60+

Suggested donation \$3.00

No Service

No service will be provided on the following holidays:

New Year's Day

Labor Day

Memorial Day

Thanksgiving Day

Independence Day

Christmas Day

Scheduling a Trip

To schedule a trip on the bus you must call at least one day in advance by 3:00 p.m. Transit cannot schedule in an extra trip after 3:00 p.m. as all scheduled trips for the following day are transferred into a computer-generated routing program for scheduling. The scheduler will schedule in your trip with a 30-minute window to allow the driver time to pick up and deliver you safely. This means time for an approximate scheduled pickup time, travel time and a scheduled drop time along with other clients' times. Due to the nature of the service, pick up and arrival times may vary; times are never guaranteed.

Before any trips will be scheduled, the rider will need to present various data to the scheduler and in cases of youth and aides, a form will need to be filled out and turned into the office before a trip can be scheduled. It is important to have legal guardianship defined on the form before a ride will be scheduled.

Watertown Area Transit, Inc. does not offer same day service.

The Transit offers curb-to-curb service which means a direct pick-up from a specific location with a drop off at a specific destination. The buses are clean and comfortable with handicap accessibility.

Please be ready to go when the bus arrives. Once the bus arrives you will have three minutes to board the bus; after three minutes the bus will leave and a trip can be rescheduled if time permits.

Please let the office know at the time of scheduling that a return trip is needed; let the bus driver know if you need a return trip when departing the bus.

Standing Reservations

Citizens, youth and elderly who choose to schedule a standing reservation over an extended period of time (weeks/months) will need to make one call to setup the entire schedule; only if there are changes will the client need to make additional calls to the Transit to change the standing reservation

Pickup and Drop Times

Every effort possible is made to pick up and drop off passengers as close to possible to the scheduled pick up and drop times. A 30- minute time window has been determined to be an acceptable time for the travel coverage for the Watertown area.

If your bus is late or you want to confirm your approximate trip time, please call the Transit office at (605) 882-5287 to inquire about the time element for the bus.

You will need to plan adequate time into your schedule to allow for your ride and to reach your destination. The buses have several passengers on board at any given time therefore you will need to allow extra time not only for your pick-up and drop-off, but also for the other passenger's pick-up and drop-off.

Transit does its best to make your ride comfortable and completed in the least amount of time possible while transporting a multiple of public riders at any given time.

Return Trip Scheduling

A trip that has been scheduled and needs to be re-scheduled for the same day can be re-scheduled for the same day if possible. A change in time element could lead to late pickups or drop-offs for other riders and may not always be possible. A return trip cost will be charged.

For the client whose return trip it is unreasonable to set up a future return trip time, a "will call" trip may be setup with the client placing a call to the Transit at (605) 882-5287 for the "will call" service. A return trip "will call" is not the preferred method of return, but rather a specific time return call trip is the desired method for a return trip transport. All "will calls" must be in by 5:45 pm in order to receive your ride by 6:00 pm. After 6:00 pm we are closed.

In providing "will call" service, the Transit asks for all passengers' cooperation in meeting this demand on the schedule. This type of service for a "will call" response to dispatch for a return trip involves time in working the client into the schedule at the time of the call and may require additional time to arrive at your destination location for your pick up. If a bus does not arrive within 15 minutes, please call the Transit to inquire about your ride time.

Three Minute Rule

When the bus stops at your destination, you will have **3 minutes to board the bus**. If you do not show up for the scheduled pick up trip once the bus arrives, your trip will be considered a no show and the customer **will be required to pay the fee for the no show trip before boarding the bus for a future trip**.

After a 3-minute wait period and no signs of activity, the bus will leave. Many other clients are waiting for their ride and in order to meet the demands of the time elements for other clients, the bus must continue operating the daily route. **You may call to re-schedule the trip for an additional charge. Return trips are a double charge fare.**

The staff realizes that everyone attempts to do their best to make sure that rides are handled in an efficient and timely manner, however if for some reason your scheduled time cannot be completed due to unforeseen circumstances please call the Transit to inquire if a return trip can be re-scheduled at a later time. **There will be an additional fare charge.**

Your cooperation in following the 3- minute rule assists all riders in arriving at their destinations in a timely manner.

Peak Travel Hours

There are times throughout the day when travel is heavier than other times. It may be work times, preferred shopping, visiting times, medical appointments or for other various reasons that may require additional time to work in your preferred times for travel. An unspecified return time such as for a scheduled “will call” requires additional time in scheduling the return trip; this may require effort and additional time on your behalf. WATI does its best to operate efficiently throughout the day.

Type of Service

Watertown Area Transit, Inc. offers curb-to-curb service

- Watertown Area Transit, Inc. offers curb-to-curb service which means that our buses will park at the curb as close to the front door as possible at the passenger pick up and drop off locations
- Our service does occasionally provide door-to-door service; however, this only means that the driver will assist a passenger to the door. This is where the drivers’ task is complete.
 - The driver will never enter a residence, apartment building, or establishment for any reason to look for a rider.
 - A reason for concern for a client requires contact to dispatch requesting a call for service to the location.
 - Services includes specialized transportation for those who have special challenges.
 - For those using the aid of a device such as a wheelchair, the driver will deliver the passenger in the door or lobby area of the business, but not enter into the building; the return trip for riders also allows the driver to deliver the client to the front door of destination.
 - Special need clients must be serviced with location service described as the “origin-to-destination” service which emphasizes the obligation of the transit to ensure that eligible passengers are able to travel from their point of origin to their point of destination [49 CFR 37.129(a)].
 - The driver may assist the passenger with the aid device.

Aides

An aide is an individual who is directly involved in assisting a passenger to meet their mobility needs that they are unable to meet by oneself while riding on public transportation. A fare will not be charged to the aide when riding to care for this individual. This includes individuals who assist residents of assisted living centers, nursing homes, those involved in home health care and those unable to care for themselves. WATI can only

require the use of a PCA (aide) if they meet the criteria where they are required to have assistance with the use of oxygen, medical equipment, taking medications, personal needs or getting beyond the first set of doors.

Health Care Facilities and Assisted Living Centers

- Drivers will not enter the building or go inside to the room of a resident to pick up the client.
- It is recommended that the attendant will meet the driver with the resident at an established entrance and assist in loading the client.
- Health Care Facilities or Assisted Living Centers will be responsible for providing an aide for an individual who is being transported from an adult care facility or nursing home that needs assistance in their daily needs.
- If a passenger requires personal care other than the ride or beyond the front door of the destination, it is suggested that an aide be present to assist the passenger for the duration of the transport to care for the needs and ensure a safe and pleasant ride for the client.
- Should emergency care be needed during the transport of the client, the bus will immediately pull over when safe do so and call 9-1-1 to the location.
- Concerns by either the driver or the aide require a direct call to the Director for an immediate resolution.
- An aide rides for free.

Cancellations

- If your scheduled trip is not needed or you simply cannot make the scheduled trip, call the Transit at least **1/2 hour in advance** to cancel your trip **before** the bus arrives at your location.
- **If the bus arrives at your requested destination and you have not called the office to cancel your trip, you will be charged the service fee; this service fee must be paid before boarding the bus for your next scheduled trip.**
- **Late cancellations are considered no shows and are subject to a service charge fee.**
- A staff member is on duty at 6 a.m. Monday through Friday to take cancellations.

No Shows

- If after a 3- minute wait by the bus driver, you do not show for your trip, your trip is considered a no show; **you will be required to pay the fee for a no- show trip.**
- Your trip can be rescheduled for another time in the day, if possible, and may be subject to a service charge fee if not rescheduled 2 hours in advance of your original scheduled pick up time.

- **At the new time of boarding the bus, you will be required to deposit the double fare in the fare box; all no shows will be paid by the client.**
- Singular missing trips related to family illness or family emergency is not cause for charge to the client for the no show trip when missed beyond control.

Suspensions

- Missing scheduled trips are no shows and may be subject to suspension of service when continually repeated

Payment

- **Upon entry into the bus each passenger is required to pay the applicable service area fare for each one-way trip.**
- A fare or token should be readily available for placement into the fare box as the customer boards the bus.
- The fare for the trip can be paid with the exact amount of cash, check or token.
- Our drivers do not carry cash to make change.
- Bags of tokens may be purchased from the bus driver or at the Watertown Area Transit office at 205 First Avenue NE, Watertown, SD 57201.
- Tokens may be purchased in any amount.
- If the rider does not present a token, the rider will be sent back into the establishment for a fare.
- Infant's ages 0-3 must be accompanied by adult or guardian and be properly secured in a youth safety-seat. Safety-seat to be provided by parent or guardian. Infant's ages 0-3 ride for free.
- Those ages 4 – 59 from the general public ride for the designated fee for the associated service area.
- Those seniors age 60+ ride for a suggested donation of \$3.00

Non-Payment and Refusal of Transport

A passenger riding the Watertown Transit shall not be allowed to charge his/her ride. If the passenger does not have the proper bus fare they will not be able to ride the transit bus.

The exception to this policy is for those age 60 years and older.

The following steps will be taken to ensure the passenger and/or child's parent/guardian has been contacted to inform them of the Watertown Area Transit Policy.

- A. Upon first pickup of a passenger where a fare is not paid, the passenger and/or the parent/guardian will be informed at the time of the non-payment by phone call of the policy in regards to not having the proper fare for the trip.
- B. If a second warning has been given, the Watertown Transit will not transport the passenger unless:
 1. Missed bus fare is paid in full.
 2. Upon boarding the bus at the time of the next scheduled bus trip, the passenger shall place the total amount owed and the trip fare into the fare box before transport on the trip.

Transportation of Passengers

- Client trip characteristics are those who are youth ages 0-18; the general public whose are ages 18-59 and seniors who are age 60+
- Youth ages 0-3 are free, must be accompanied by a parent or guardian and must be properly secured in youth safety-seat provided by parent or guardian.
- A youth safety-seat is required for youth transportation (ages 0-3) and must be provided by the parent or guardian for transport on public transportation
- The parent or guardian will be responsible for securing the youth into a safety-seat seat in the bus seat in accordance with the law
- Youth will not be transported in a passenger vehicle, only on a bus
- Youth ages 4-12 who ride public transportation will be required to have the necessary paperwork filled out with the required contact information before riding public transportation
- Information required are: Name, date of birth, phone numbers and phone numbers for emergencies such as a contact phone number for parents and/or guardians which may include day cares
- Only legal parents or guardians will be authorized to make decisions on the youths' disposition and/or ride status
- It is the responsibility of the adult, parent or guardian to call the Transit for changes to the youth's schedules
- Watertown Area Transit, Inc. follows the school district's calendar of events for in-service early out days, holidays and weather- related announcements however not all private schools follow the same schedules as the public school
- WATI does its best to follow other educational centers school schedules, however, if your child attends a private or preschool educational center, you should call WATI with your child's schedule changes
- Every effort will be made to pick up youth at scheduled times for school and drop off of the youth as soon as possible on the scheduled route; approximate times of drop off, can be located by calling the Transit for youth schedule
- Day cares are an important component of the everyday life of youth and Transit asks for their cooperation in the process of using public transportation for rides
- Day care providers are not legal guardians for parents, however day cares are custodial care takers and an important part of youth transportation
- Safe practices and good judgment is the key to everyone's safety. For your youth's SAFETY, a parent, guardian or day care provider is required to give the bus driver a wave upon arrival at the drop off location, i.e. day care, home or other destination for the youth. If there is no acknowledgment at the

child's drop location, a call from dispatch will be placed to the one of authority with instructions for dropping the youth at the destination. Your commitment is essential in ensuring safety. Any concerns about safety are encouraged to be reported to the Director

- Any injuries, requiring attention, medial or non-medical, must be immediately reported to the Director
- Rides and special program rides must be setup by persons of authority
- Youth will need to be ready for pickup within a 30- minute window
- Youth will be picked up and dropped at the nearest drop destination location
- If youth has a suspected delay in pick up or drop off, contact the Transit ASAP at (605) 882-5287 to report the disposition. Your concern and assistance in assuring a timely, efficient and a safe ride for your youth is welcomed. It takes a team to keep youth safe and make every one accountable for a safe ride for youth.
- Parents who choose to allow their youth to ride public transportation will need to stop at the office to fill out paper work for the youth giving WATI the authority and necessary contact information for the child. A schedule with duration for an entire year can be done with one contact at WATI.
- **If there is a change to the schedule or a cancellation and it is not received at WATI 2 hours before the pickup time there will be a fare charge to the client and the fare must be paid by the client before boarding the bus before the next scheduled trip**

Inappropriate Behaviors

- Inappropriate behaviors such as “name calling,” bullying, spitting, negative verbal implications, discrimination, etc. will not be tolerated as it creates an environment of constant distractions and compromises everyone's safety
- Transit strives to make everyone's transportation experience a positive one
- SAFETY for the bus driver and the occupants on the bus are priority, any distractions that may compromise safety, will result in the bus driver pulling over when SAFE to do and stopping prompting a call to the parent, guardian or authorities to assist with the custodial care of the individual(s) who are involved the incident
- YOUR SAFETY IS OUR PRIORITY

Seniors age 60 plus

- Always ride for a suggested donation of \$3.00
- Seniors will not be denied service

Things You Need to Know

(Includes, but not limited to Bags and packages, personal possessions, Lost and Found, No Smoking policy, bicycles)

- Drivers are skilled, trained and certified including in the securement of a mobility device.
- Bus Drivers never assist with loading passengers into wheelchairs; they are not trained to perform this task.
- Youth should remain with a responsible individual or provider until the bus arrives.
- Weather and traffic conditions can affect your ride and time.
- Buses do not back-up unless absolutely necessary.
- You must limit packages and bags to no more than 4 or 5 out of consideration to all customers.

- An excessive number of packages causes delays and driver down time to complete the task and next time it may be down time for you.
- It is **not** the responsibility of the driver to assist you with your bags and packages, *however if the driver has time*, they may assist you with taking a handful of bags to the entrance, sidewalk or entry way, but under no circumstances will the driver be allowed to enter into a residence, business or building.
- Your possessions cannot be left on the bus throughout the day on your trips. You will need to keep your possessions with you at all times.
- It is suggested that your first trip involves your least amount of purchases.
- Your loose items such as handbags, caps, mittens and jackets must stay with you at all times; the Transit will not be responsible for lost or stolen personal items.
- The Transit has a lost and found, if you are missing item(s) please call the Transit at (605) 882-5287 to check if they are here. An attempt is made to determine ownership and to return the items. After a certain period of time, unclaimed items will be discarded or donated to charity.
- Bicycles may be transported inside the bus provided space permits and without injury to customers. The owner will be responsible for transfer of the bicycle into the bus and its exit. You must notify dispatch of the ridership of the bicycle so space can be planned for it on the bus. The Bicycle must be secured while in transit.
- No smoking on the buses.
- Devices such as respirators, walkers, and portable oxygen tanks are allowed on the bus. They must be properly secured while in transit.
- Hazardous materials are not permitted on the buses.

Refusal of Service

Watertown Area Transit, Inc. will refuse to transport or immediately terminate the ride for any individual who

- Is “An individual who engages in violent, seriously disruptive or illegal conduct” and may result in a refusal of service (not discriminatory for these reasons) (49 CFR Part 37.5); service cannot be refused for appearance, involuntary behaviors that may offend, annoy or inconvenience other individuals.
- Compromises SAFETY causing a threat to riders, the public, themselves and/or a driver.
- If not performing care as an aide.
- Is intoxicated.
- Reveals or displays a contagious disease, is infected with a communicable parasite, has open wounds or presents a health risk to passengers; in some cases, a county health nurse or doctor’s slip may be required for future transport on public transportation.
- Refuses to transport a comfort pet in an adequate carrier except for service animals; the need for pet transportation must be given to dispatch at the time of the scheduled ride to ensure adequate transport for the pet.
- Refuses to pay fares unless over the age of 60.
- Refuses to buckle up.

Animals

- ADA approved required service pets may be used on the buses; a service animal is “any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired

hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items” [49 CFR 37.3].

- There is no limit on the number of service animals an individual may have as long as the animal(s) is under control of the rider; bus driver cannot refuse transport of a service animal.
- Comfort animals are not required to be transported; will be required to be in a pet carrier if obligated.

Seat Belts

WATI encourages safe practices and follows the laws by requiring clients to use seat belts as required by law. The client must buckle-up and remain seated before the bus moves. Refusal by the passenger to buckle up equals termination of the trip and the passenger will be asked to leave the bus. The passenger must remain buckled and seated until the bus has come to a complete stop. Refusal to remain buckled up and seated while in motion during transport on the routes, will result in a call to parent, guardian and/or authority for a resolution to ensure your continued safe transport. Refusal to use or refusal to remain buckled up will simply not be tolerated.

Any individual who possesses a written medical statement from a doctor (SDCL 36-4 or 36-5) may be exempt from wearing a seat belt for medical reasons.

Department of Transportation ADA regulations (Section 38.23 (d)) requires a two-part securement for wheelchairs which requires a 4-point floor mounted tie-down and a lap and shoulder belt, please cooperate with the driver as he/she performs and completes this safety securement.

Drivers are not allowed to place the client into the wheelchair. If you need assistance with your wheelchair you are allowed to have an aide who travels with you for free.

Backing Up

Public transportation bus drivers are not allowed to back up unless absolutely unavoidable. An alternate route is the preferred travel method. Backing-up creates a situation of concern and is an unsafe practice; therefore, it is not the practice of WATI to back up transit buses. Please do not request drivers to pull up into your residential driveway.

Food and Drink

Food and drink are not permissible items on the public transportation bus because of the medical implications for others who ride public transportation. Food in containers must remain closed while in transport. It simply is not safe to eat and drink while the bus is in motion.

Medicaid

Watertown Area Transit is a Medicaid provider which means that your paperwork will be filed out by WATI if you qualify for Medicaid Services. Before riding you will need to present your information to the transportation scheduler.

Every Medicaid trip to and from will require a signature from you and the Medicaid provider.

If Medicaid denies payment for your Medicaid provided trip, you will be responsible for payment for the trip to the Watertown Area Transit.

Medicaid payments can be decided on a case by case basis.

Lift Services

All Watertown Area Transit buses are equipped with lifts and provide at least one riding area for customers with mobility devices. ADA laws require that individuals with disabilities have access to the same transportation services as the rest of the citizens. All drivers are trained in wheelchair securement and handling of wheelchairs and devices that support client mobility such as walkers, canes, etc. All passengers are allowed to use the lift if they cannot walk up the steps of the bus.

Only trained drivers will be allowed to operate the lifts. All other riders will need to remain clear of the lift operation area. Nobody, including aides, will be allowed to assist with lift operations for SAFETY reasons. Bus lifts meet specifications for the standard required ADA specifications.

Securement of Passengers

It is the policy of WATI that all passengers must buckle their seatbelts before the bus moves. It is the responsibility of the bus driver to make sure all passengers adhere to this policy.

When transporting any passenger using a wheel chair or scooter on the transit vehicles, drivers must do the following:

- Allow passengers with disabilities to board the lift **EITHER** forward or backward.
- Transport any mobility device that fits on the lift, and within the “envelope” for securement.
- Assist passengers with disabilities with the use of the lift and with securement of their mobility devices.
- Secure the chair or scooter in the appropriate position using **all the 4-point securement system** provided. If those securements are not sufficient to secure the wheel chair or scooter on all four corners (due to malfunction of said devices), then call for or return for a different vehicle. Do not under any circumstances transport the passenger without proper securement. **All parts of the 4-point securement system must be secured.**
- Some wheel chairs or scooters are equipped with lap belts for the passenger. WATI drivers shall secure the passenger in the vehicle by attaching the shoulder harness and lap belt provided in the vehicle in addition to **the 4-point securement system.**
- The passenger **CANNOT** refuse securement of their mobility device. Refusal of securement equals the **termination** of the trip. **EXCEPTION 1.** - If the mobility device absolutely cannot be secured using the existing **4-point securement system**, explain to the passenger that he/she is not secured. If the passenger still wants to be transported, **you must** transport them.
- All passengers and their wheel chairs or scooters shall face forward in the transit vehicles when secured. No exceptions.
- A passenger may choose to remove themselves from their wheel chair or scooter and utilize one of the bus seats provided. The wheel chair or scooter still needs to be secured to the vehicle with the **4-point securement system** so that it does not become a potential flying object.

Weather

- Dress for weather related conditions.
- Listen to the radio and monitor other media to stay current on weather conditions.
- Use common sense as the Transit may not be able to return you to your home or original destination during adverse weather conditions.
- Closures will be called into the radio stations as a public service announcement.
- In situations involving threatening or severe weather, clients will be returned home if safe to do so.
- Be prepared to seek shelter if such conditions exist.

- Threatening or severe weather may result in Transit discontinuing service temporarily or for the duration of the day; a power outage may cause discontinuance of service.
- Snow and/or ice-covered streets will reduce travel time for the buses; be prepared to allow more time for travel.
- Streets and alleys that are impassable due to weather conditions will not be traveled by public transportation buses.

Discrimination and Harassment

The Watertown Area Transit, Inc. has zero tolerance for discrimination. Any type of harassment, bullying, disruptive, coercive, or any other inappropriate actions or behaviors deemed negative as perceived by passengers must be avoided.

Inappropriate jokes, language or comments that may be offensive to passengers must be avoided. It is everyone's responsibility to ensure that the ride is free from inappropriate and offensive words and actions. Since the ride is with a public transportation system with many individuals on at one time it is presumed that information exchanged is not private.

Harassment consists of unwelcome verbal and physical conduct that threatens, intimidates or coerces the individual. Derogatory remarks, visual and verbal actions or offensive materials may be perceived as offensive; therefore, any such words or actions must be avoided when the presentation of these types of displays is unwanted by another.

Any protected status, race, national origin, gender, age, religion, disability, military/veteran status, or any other protected status individual is guaranteed equality and a protected status as a rider of public transportation.

A Title VI Policy for non-discrimination is on file at the Watertown Area Transit, Inc. Office. You should call (605) 882-5287 to file a complaint.

Complaints

A complaint procedure is on file for discrimination complaints. A copy of the complaint procedure and policy can be obtained by calling the Director at Watertown Area Transit, Inc. at (605) 882-5287 for information or by stopping down at Watertown Area Transit, Inc. at 205 First Avenue NE, Watertown, SD 57201.

In all cases, WATI supports everyone's position to file a complaint and to process the complaint with a disposition in a timely manner. Contact the Director to file a complaint at (605) 882-5287.

Watertown Area Transit, Inc. realizes that it cannot cover every component of public transportation. For further explanations of public transportation, please contact the Director at (605) 882-5287 or stop at the office of Watertown Area Transit, Inc. at 205 First Avenue NE, Watertown, SD 57201.

Other complaints should be brought to the Director immediately for resolution. Any facts unknown to the Transit cannot be resolved. Timeliness is important in finding a resolution to all concerns as it relates to public transportation.

Our customers are our life line. Your support, efforts and your time devoted to and in using public transportation make it a viable infrastructure for the future generations of our community. Your support is appreciated and we thank you for that.