

# **Lancaster County Public Rural Transit (LCPRT) Passenger Handbook**

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**LCPRT Mission Statement:** LCPRT is a scheduled route, curb to curb system. Transportation is provided for the public, including but not limited to seniors and persons with disabilities. LCPRT connects riders from Lincoln to rural destinations and those from rural communities and residences into Lincoln.

**LCPRT Passenger Handbook Goals:** LCPRT is a transit provider for Lancaster County and the neighboring communities of Adams, Ceresco, Cortland, Eagle and Greenwood. LCPRT has a set of policies and procedures that passengers are required to follow. It is to the benefit and safety of all passengers that the policies and procedures outlined in this handbook be followed.

All policies will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing an appeals complaint with LCPRT as noted on pages 6 & 7 of this handbook.

**Notice of Nondiscrimination and Complaint Procedure:** LCPRT complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws. LCPRT serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. LCPRT shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by LCPRT solely based on his/her race, color, religion, sex, national origin, age, disability, or other characteristic protected by law.

Title VI complaints of alleged discrimination and inquiries regarding the nondiscrimination policies of LCPRT may be directed to Transit Manager, Mitch Sump. Complaint forms are available on each vehicle; the LCPRT office located at 600 South 70th St., Lincoln, NE 68510 and can be printed off the internet at the LCPRT website under Services/Transportation.

## **Description of Services:**

**Service Area:** LCPRT provides curb to curb services for all of Lancaster County and the communities of Adams, Ceresco, Cortland, Eagle, and Greenwood. One boarding must occur outside of the city limits of Lincoln.

**Days & Hours of Service:** LCPRT operates Monday through Friday between the hours of 7:30 a.m. and 4:30 p.m. LCPRT is closed on holidays noted below.

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**Holiday Service:** LCPRT does not operate on New Year's Day, Martin Luther King Jr's Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, or Christmas. Should these days fall on a weekend LCPRT will be closed either the Friday or Monday closest to the holiday.

**Fees:** Cost to ride LCPRT is \$2.00 per boarding. Ten ride punch cards may be purchased from the drivers at time of service for \$20.00.

**Services:** LCPRT operates as a scheduled route provider. Pick up normally occurs in the morning with return service in the afternoon depending on riders and stops scheduled for that day.

**Scheduling Rides:** Please call 402-441-7031 to schedule service. Service is provided on a first come first served basis up to capacity of vehicle. Reservations may be made up to four weeks in advance and no later than 24 hours from service date. When scheduling, riders will be asked to provide the following.

Passenger Name  
Date of Service  
Address  
Phone Number  
Destination(s) and Address (es)  
Expected Arrival Time

Due to demand for our services, we respectfully request that no appointment times be made prior to 10:30 so that we may guarantee our passengers arrive on time.

**Curb to Curb Service:** LCPRT provides curb to curb service only. The following information details what our drivers are permitted to do. We ask that you do not request services from our drivers that violate these rules.

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## **Private Residences:**

Riders must enter and exit the vehicle at designated pickup points.

Drivers will not enter rider's homes for any reason.

Drivers may aid riders entering and exiting the vehicle.

Drivers are not permitted to lift passengers.

Drivers are not allowed to assist riders using mobility devices on ramps, stairs, or other conveyances beyond the lift on the vehicle.

## **Public Buildings/Businesses/Medical Facilities**

Drivers may assist riders into and out of the front door. If required drivers may assist riders with second entry doors.

Drivers will not enter buildings past the second entry door.

It is the responsibility of the riders to be waiting for pick up a minimum of 15 minutes prior to vehicles arrival.

Drivers will not enter buildings to look for riders.

Riders must be waiting for pick up or the no-show policy will be enforced. See **No Show** section for details.

**Cancellation:** Riders are requested to cancel scheduled rides at their earliest convenience. Rides can be cancelled by calling LCPRT at 402-441-7031. Cancellations will be accepted without penalty up to one hour prior to scheduled pick up time. Rides cancelled after that time will be noted in the riders file. If three or more late cancellations occur within a quarter the rider will be notified via mail and also contacted by the Transit Manager. Additional late cancellations will result in a fee of \$5 per occurrence for a period of one additional quarter after the last late cancellation occurred.

**No Shows:** A no show is indicated on a riders file when a rider fails to keep their scheduled ride. Drivers will wait five minutes after arrival at the designated pick-up point. Once the five-minute time period has expired the driver will

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continue their route and indicate a no show on the daily route sheet and also on the No Show log. Three or more No Shows in a ninety-day period can lead to a suspension of services.

**Passenger Readiness:** Passengers should be ready for pick up a minimum of 15 minutes prior to the scheduled arrival time of the transit vehicle.

**Service Animals and Transporting Non-Service Animals:** LCPRT allows designated service animals to travel with owners per the Americans with Disabilities Act (ADA) of 1990. ADA's regulations define a "service animal" as a dog that is individually trained to do work or perform tasks for an individual with a disability. The tasks performed by a service animal must be directly related to the person's disability. Under ADA guidelines, animals designated as comfort, therapy, or emotional support, do not meet the definition of a service animal. Miniature horses can also be designated as service animals in certain conditions. Please refer to the ADA's website for further information regarding service animals. Pets are not allowed to be transported on LCPRT vehicles.

**Personal Care Attendants:** Riders who require the use of a personal care attendant may have them ride at no charge. Personal care attendants are trained in assistance of mobility when one or more of the following conditions merit it. Conditions may include but are not limited to immobility, disorientation, non-comprehension, or communication impairments. All other persons accompanying that rider will be considered riders and will be required to pay the normal fares.

**Rider Safety & Security:** Riders are required to wear seat belts or other approved safety devices while using LCPRT. Riders using mobility devices are not required to have these devices secured if the device can't be secured. Riders who may have difficulty entering or exiting the bus via the stairs will be allowed to use the lift regardless of if they use a mobility device or not. All applicable local, state, and federal laws will be followed regarding children traveling on LCPRT. Car seats and Booster seats are not provided by LCPRT.

Drivers may assign seats or determine placement of mobility devices for the overall safety and wellbeing of riders. A driver may suggest that a rider using a mobility device move from it to a standard seat, but the rider will have final discretion on whether to do that or not.

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**General Rules:** The following list of rules is to be considered a guideline for safe, polite, and proper rider behavior. It is not intended to be inclusive, and drivers will have the power to make the final decision regarding use of LCPRT vehicles.

One boarding must occur outside the city limits of Lincoln.

Riders will remain seated and secured while vehicle is in motion.

All riders are to be clothed and wearing foot ware of some type.

Skates and rollerblades are not permitted to be worn.

Electronic devices may be used with headphones.

Riders will always be considerate of other riders and the driver.

Improper or disruptive behavior will not be tolerated.

Use of alcohol and/or illegal substances will not be tolerated.

Use of tobacco products including electronic cigarettes is prohibited.

Riders are to keep all parts of their body within the confines of the vehicle.

Firearms and other weapons are not permitted on the vehicle.

Use of flammable materials of any nature is prohibited.

Riders are expected to assist LCPRT in keeping vehicles clean, sanitary, and safe for their fellow riders.

Riders are expected to obey the driver willingly and report any concerns to the driver promptly.

Failure to follow these rules may lead to suspension of riding privileges.

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**Children:** LCPRT has set the following guidelines for transportation of children.

Children using LCPRT are required to follow guidelines in this handbook.

No child 12 years of age or younger may ride unaccompanied.

As noted in **Rider Safety & Security** all laws regarding child safety seats and booster seats must be adhered to.

Parents or guardians must schedule riders under 18 years of age.

**Packages:** Riders will be limited to up to 6 grocery sack size packages while using LCPRT. Packages larger than this will not be transported due to space and safety concerns. All packages must be stored while the vehicle is in motion to ensure the safety of all riders and the driver.

Portable oxygen tanks and other medical devices will not be considered a package but must be stored properly and secured when necessary for safety reasons.

**LCPRT and its employees are not responsible for lost, stolen, or damaged items!**

**Severe Weather Policy:** In the event of severe weather LCPRT reserves the right to cancel services due to unsafe travel conditions. Riders who have scheduled trips during severe weather will be notified by phone as soon as possible. Cancellation of services will also be announced on KFOR 1240 AM/103.3 FM radio.

**Policy Violations:** Any violation of the policies, procedures, or rules indicated in this handbook will result in the following. Based on the severity of an infraction LCPRT reserves the right to terminate services immediately.

**1<sup>st</sup> Offense:** Rider will be verbally notified and a letter detailing the violation and what corrective measures are needed will be mailed to the rider.

**2<sup>nd</sup> Offense:** Rider will be verbally notified and a second letter detailing the violation and what corrective measures are needed will be mailed to the rider. Rider will be disqualified from services for a period of two weeks.

**3<sup>rd</sup> Offense:** Rider will be verbally notified and a final letter detailing the violation will be mailed to the rider. Rider will be disqualified from services indefinitely.

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**Appeals:** In the event a rider is disqualified from services they will have the right to appeal the disqualification. An appeal can be made to the Community Activities & Services Manager Elizabeth Schuster. She can be reached by telephone, 402-441-6102, or email, [eschuster@lincoln.ne.gov](mailto:eschuster@lincoln.ne.gov) to request a meeting to appeal the disqualification.

**Complaint Procedures:** As a recipient of funds from State and Federal agencies administered by the Nebraska Department of Transportation, LCPRT hereby attests that it will abide by the eligibility guidelines and service priorities as stipulated by all applicable laws, rules, and regulations. The process for submitting a Title VI complaint is outlined in the **Notice of Nondiscrimination and Complaint Procedure** section of this handbook. All other complaints regarding LCPRT services may be directed to the following.

**Transit Manager Mitch Sump 402-441-8815 or [msump@lincoln.ne.gov](mailto:msump@lincoln.ne.gov)**

Upon receipt of the complaint, Mr. Sump or other LCPRT representative should Mr. Sump not be available, LCPRT will request written details of the complaint or will take an oral statement from the complainant. The complainant should include all details pertaining to the situation including but not limited to the following.

Date  
Time  
Driver  
Problem  
Where Problem Occurred  
Other Riders Names

All complaints or statements should be signed by or, if by telephone, the actual complainant should be the individual calling. Complaints received by telephone will be investigated and resolved prior to completion of the call. A written response will not be required if complainant is satisfied by the resolution. Upon completion of the investigation of a written complaint, a decision regarding the complaint will be rendered and a written response will be mailed to the complainant no later than 10 business days after receipt of the complaint. A copy of the complaint and written response will be forwarded to the Nebraska Department of Road, Transit Section. LCPRT will also retain a copy on file at the LCPRT Transit Managers office.

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**Conclusion:** LCPRT is very proud of the service we provide to the citizens of Lancaster County and the surrounding communities of Adams, Ceresco, Cortland, Eagle, and Greenwood. To this we want each of our riders to have the very best experience we can provide within the means of our program. LCPRT welcomes any suggestions for improving our services to our riders. Please feel free to contact our office at 402-441-7031 with your ideas. Thank you for allowing us to serve you.