

Norfolk
Public Transportation

Passenger Handbook

Version: 061419

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MISSION STATEMENT

It is the mission of North Fork Area Transit to provide safe, efficient, affordable public transportation to area residents in accordance with Local, State and Federal guidelines.

GOALS OF PASSENGER HANDBOOK

North Fork Area Transit is a transit provider servicing the City of Norfolk and surrounding communities of Northeastern Nebraska. This service has a set of policies and procedures that passengers are required to follow. This passenger handbook provides the policies pertaining to passenger safety and responsibilities for using our service. It is to the benefit of all passengers that the all policies and procedures outlined in this handbook are followed. All policies will be enforced in a consistent and fair manner. If passengers perceive unfair treatment, they have the option of filing a written statement of the grievance or completion of a grievance form complaint with North Fork Area Transit as outlined on the last page of the passenger handbook.

TITLE VI NOTICE TO THE PUBLIC

North Fork Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint of discrimination by completing and submitting the agency's Title VI Discrimination Complaint Form. This form can be downloaded on the agency website at www.nptrans.org; additionally, the form can be requested by contacting the agency at the address provided below. A telephone interpreter can be provided to assist persons of limited English proficiency. To request more information on the agency's Title VI obligations, or to obtain a detailed description of the agency's Title VI discrimination complaint procedures, please visit the agency website or contact the agency using the information provided. Title VI Discrimination Complaint Forms and additional information can also be obtained through the Nebraska Department of Transportation (NDOT) website at www.transportation.nebraska.gov, or by contacting NDOT using the information provided below. A telephone interpreter may be provided to assist persons of limited English proficiency.

North Fork Area Transit
Attn: Executive Director
222 North 4th, Norfolk, NE 68701
402-379-4595 – director@nptrans.org

Nebraska Department of Transportation

Attn: Title VI Transit Manager
1500 Hwy 2 Lincoln, NE 68502
402.479.4694; kari.ruse@nebraska.gov

**Federal Transit Administration
Office of Civil Rights**

Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE

North Fork Area Transit complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other federal equal opportunity laws. North Fork Area Transit serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. North Fork Area Transit shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity undertaken by North Fork Area Transit based solely on his/her, religion, sex, age, disability, or any other characteristic protected by laws.

Title VI complaints of alleged discrimination and inquiries regarding the non-discrimination policies of North Fork Area Transit may be directed to the North Fork Area Transit, Executive Director. Complaint forms are available at the North Fork Area Transit Offices, located at 222 North 4th Street, in Norfolk, Nebraska.

NORTH FORK AREA TRANSIT SERVICES

North Fork Area Transit prides itself on providing safe and reliable transit services to the general public. Public Transportation is open to everyone. North Fork Area Transit operates demand responsive, curb-to-curb service daily. North Fork Area Transit serves residents of Norfolk as well as other surrounding communities in Northeast Nebraska. If your community is desirous of Transit Services, please call the North Fork Area Transit office and request information on how to become part of our Transit Service area.

Call the North Fork Area Transit main office at 402-379-4595 for specific hours of service, areas served and fare schedule.

Holiday Transportation

No public transportation service will be provided on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

FARES

Advance reservations within Norfolk City Limits are \$2.50. These are one-way fares which are due upon entering the bus.

Summer Pass for Kids under 18: \$60 for a three-month pass allows unlimited rides during summer vacation from school. Requires 24-hour advance reservations.

Children age 12 and under can ride to the same destination as a parent free-of-charge.

Checker Cab Taxi Coupon: \$5.00 for rides after transit hours and for rides we are unable to accommodate with advance reservations.

North Fork Area Transit's actual cost per ride is considerably higher than our fare structure, however, we are able to lower the passenger cost because of donations, Federal & State funding, and local support. Fare structure is subject to change as necessary.

MEDICAID RECEIPIENTS

North Fork Area Transit is a Non-Emergency Medical Transit (NEMT) provider and a licensed Medicaid provider. Dispatch will need to verify travel expenses are covered before your ride will be scheduled. Transportation not covered by Medicaid is your responsibility.

SCHEDULING RIDES

Request Service:

All rides must be scheduled with the North Fork Area Transit Office by at 4:30 PM the day before (aka 24 hours in advance). Transit employees will make every effort to schedule your ride, if we cannot schedule the ride, an alternative date and time will be offered for transportation services. A coupon for the local Checker Cab service is also available from the transit office if we are unable to accommodate your advance

reservation or if you require a ride after transit hours of operation. The Taxi coupon sells for \$5.00 and is for a one-way ride on the taxi.

New Transit Riders need to provide the following information: Passenger Name, Address, Phone Number, Date of Birth, Ambulatory or Non-Ambulatory, Emergency Contact, Date of Trip, Destination Name & Address, and Appointment Time.

Existing Transit Riders need to provide the following information: Passenger Name, Date of Trip, Destination Name & Address, and Appointment Time.

Regularly Scheduled Rides:

Riders who require regular transportation service (work, therapy, school, etc.) may schedule up to 30 days in advance.

Canceling Rides:

To cancel a ride, passengers must call the North Fork Area Transit office at least ONE HOUR before scheduled pick-up time. If you do not call one hour in advance, the trip will be regarded as a “no show.” (See No Show Policy)

Scheduling Trips:

North Fork Area Transit makes every effort to arrive as closely to the scheduled pick-up time as possible. Due to the nature of the service, arrival times may vary. A 15-minute window has been established to accommodate for this variance.

- ❖ All passengers should anticipate an early arrival of up to 15 minutes or the possibility of a 15-minute delay.

Example: If you schedule a 9:30 a.m. pick-up, the bus may arrive as early as 9:15 a.m., so you should be prepared to leave at 9:15 a.m. The bus may be delayed, so be prepared to wait until 9:45 a.m. for the bus arrival.

- ❖ All bus drivers will wait five (5) minutes past their arrival time before leaving without the passenger – the trip will then be considered a “No Show”. (See No Show Policy)
- ❖ In the event the appointment is complete prior to the scheduled return time, passengers are encouraged to notify the North Fork Area Transit office that they are available for early return. Every effort will be made to pick up the passenger as soon as possible, but if the demand for service does not allow, passengers will be picked up at their scheduled return time.

Will Call or Pooled Rides are used for those clients who do not know their exact return time. Please indicate to dispatch that you will need a Will Call or Pooled Ride when scheduling trips.

CURB-TO-CURB SERVICE

North Fork Area Transit's service provides "curb-to-curb" service. The following policies explain the meaning and intent of curb-to-curb.

1. Private Homes:

- ❖ Passengers must enter and depart the transit vehicle at the designated pick-up and drop-off points.
- ❖ Drivers will not enter private homes for any reason.
- ❖ Drivers will not drive a transit vehicle into any private driveway.
- ❖ Drivers may assist passengers to and from the vehicle only as requested. Drivers are not permitted to lift passengers.
- ❖ Drivers are not permitted to maneuver a mobility device up or down stairs, ramps etc...

2. Business/Medical Facilities/Public Buildings:

- ❖ Drivers may assist passengers into and from the inside door. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers will not assist passengers further into the building.
- ❖ When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will not go past this point.
- ❖ It is the individual's personal care attendants' responsibility to ensure that passengers are waiting inside the door for their ride.
- ❖ Drivers will not enter nursing homes, medical facilities, shopping centers or businesses to locate passengers – See Passenger Readiness.

NO SHOW POLICY

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify North Fork Area Transit at least 1 hour prior to scheduled pick-up time. Upon arrival at the scheduled pick-up point, the transit driver will wait for the passenger for five minutes. After five minutes, the driver will continue on his/her route and the ride will be marked as a "no show".

It is the goal of North Fork Area Transit to provide timely service to our passengers. "No shows" pose a unique problem for our service. It is vital that each rider make their arrangements in a timely manner. Abuse of the system, such as scheduling rides and repeatedly not taking them, will be dealt with on a case-by-case basis.

Three (3) “no shows” within a 30-day timeframe results in a – 30-day suspension from the North Fork Area Transit program. North Fork Area Transit will notify the client by telephone only of their suspension and the date the suspension will be lifted. All No Shows are documented by the dispatcher.

For those clients whom have consistent “no shows” the following suspension will apply.

1 st offense	Warning
2 nd offense	30 days suspension from transportation services
3 rd offense	60 days suspension from transportation services
4 th offense	Denial and indefinite suspension of transportation services

PASSENGER READINESS

Passengers should be prepared for transit vehicles to arrive 15 minutes before or after your scheduled pick-up time. Schedule rides accordingly to arrive at your destination for appointments.

TRANSPORTING SERVICE ANIMALS AND ACCOMODATION OF OTHER ANIMALS

North Fork Area Transit allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. Service animals are individually trained to perform tasks for people with disabilities. The transit driver may ask if an animal is a service animal and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the animal performing the task or ask about the person’s disability.

Under the ADA, “comfort,” “therapy” or “emotional support animals” do not meet the definition of a service animal.

Animals other than service animals as described above are allowed to ride the transit vehicle only in a secured pet travel carrier.

PERSONAL ASSISTANTS/GUESTS/CAREGIVERS

Personal care attendants are persons who are directly involved in the mobility assistance of the attendee and will be allowed to ride free of charge while accompanying their attendee. Generally, the following conditions would warrant a fare free attendant: immobility, disorientation, non-comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay full fare. North Fork Area Transit requires that a TRAN 710-Transport Verification Form be on file with the North Fork Area Transit office for any client caregiver. That form must be signed by a MD, PA, or APRN.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- ❖ Assisting the passenger from his/her door to the bus and back
- ❖ Opening doors
- ❖ Pushing wheelchairs to and from the vehicle
- ❖ Transfer assistance from mobility device to a seat
- ❖ Carrying packages
- ❖ Communicating with the driver (if passenger is unable)

PASSENGER SAFETY AND SECURITY

It is required that all passengers wear an approved safety device while riding on the bus. Passengers utilizing mobility devices will be required to have their mobility device properly secured.

A passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers.

The driver may recommend that a passenger transfer from his or her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

State laws apply toward child passengers. Car seats are NOT provided.

MEDICAL EMERGENCIES

North Fork Area Transit is not an ambulance service. If you require emergency medical attention, please call 911. If you have a medical emergency while on the bus, medical personnel will be notified. If you have a medical condition you feel North Fork Area Transit should be aware of, let dispatch know prior to scheduling services

SEAT BELT POLICY

It is requested that all North Fork Area Transit passengers wear an approved safety device while riding on the bus.

State laws apply toward child passengers.

GENERAL PASSENGER RULES

The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior.

1. Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops.
2. No roller skates, roller blades, ice skates, etc., are to be worn in the bus.
3. All passengers are to be clothed and wearing some form of protective footwear.
4. While waiting for the transit vehicle at the designated pick-up point, 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.
5. All passengers will remain seated while the vehicle is in motion and for the duration of their ride.
6. Riders shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated.
7. Devices such as radios or any other electronic device can only be used with headphones.
8. Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle
9. Riders shall keep hand(s), head or any other body part inside the bus and within their seated area at all times.
10. Riders shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly.
11. Riders shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
12. Eating or drinking beverages in the vehicle is not permitted.
13. Use of tobacco products is strictly prohibited (this includes vapor and e-cigarettes).
14. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
15. Any type of perceived, suspicious or actual explosive device or weapons are not allowed on transit vehicles.

CHILD RIDER POLICY

It is the policy of North Fork Area Transit to provide the most effective, efficient, safest, and uninterrupted transportation service to all residents. In providing this service it is necessary to establish policies that govern North Fork Area Transits role and responsibilities in the transportation of children under the age of 16. These roles and responsibilities are as follows:

1. All children must follow all North Fork Area Transit rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension.
2. No child under the age of four (4) is permitted to ride alone on North Fork Area Transit.
3. All children under the age of eight (8) must wear an approved safety restraint. Parent or guardians are responsible for providing North Fork Area Transit with an approved safety restraint. North Fork Area Transit WILL NOT provide child car seats.
4. Children under the age of sixteen (16) must be accompanied by an adult. Exceptions to this policy for children over the age of four (4) include:
 - a. Agency to agency transportation, such as from the Y.M.C.A. to a Public School.
 - b. Transportation where the parent or guardian provides supervision for the child at both the pickup and destination of the child's trip. (example: Head Start Clients)
 - c. Dedicated K-12 student transit for home to school or school to home.
*Note to Parents: This service **does not** mix K-12 passengers with adult passengers.*
5. Children under sixteen (16) will be transported only to the destination scheduled by the parent or guardian. Children are not allowed to change scheduled rides.
6. Children under sixteen (16) will be transported within the city limits of their trip origin, unless accompanied by an adult.
7. North Fork Area Transit cannot guarantee pre or post school transportation due to passenger volume.
8. Parent or guardians must notify North Fork Area Transit at the time of trip scheduling the child's age.

9. If no adult is at the destination location to accept the child (under 16 years of age), the child will NOT be left at the drop off location. Drivers will be instructed to deliver the child to the local police station, and parents will be notified.

PACKAGES AND PERSONAL ITEMS

Passengers shall limit their carry-on packages to not more than the equivalent of five brown paper grocery sacks or five plastic bags per person. An attendant may travel to assist with the loading/unloading of packages. Oversized packages will be refused for transport. No one package shall weigh more than 20 pounds.

An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or tank holder on the wheelchair.

Drivers are not responsible for lost, stolen or damaged items.

SEVERE WEATHER POLICY

Weather Related Access to Private Homes

Passengers are responsible for snow removal to make their homes accessible to the North Fork Area Transit bus drivers. Bus drivers are not allowed to assist passengers through un-shoveled snow or ice.

If a passenger schedules service knowing that a path has not been cleared to their homes, the trip will be considered a “no-show”, and the “no show” policy will apply.

Discontinuing Service Due to Weather Conditions

North Fork Area Transit will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, North Fork Area Transit reserves the right to discontinue services until conditions are more favorable. We do not consider routine appointments (medical, hair, etc.) necessary during severe weather. If service is discontinued, all rides, regardless of trip purpose, will be cancelled.

Winter Riding Tips:

- ❖ Be aware of current weather conditions, which may affect North Fork Area Transit services.
- ❖ If streets are icy, allow additional travel time.
- ❖ Avoid delays by being on time and having correct fare ready.

- ❖ Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of the bus, causing danger of slipping to others.
- ❖ Wait until the bus comes to a complete stop before leaving your seat and before boarding.
- ❖ Be prepared for sudden stops while riding the bus.
- ❖ At all times, watch your step, wear your seatbelt, and wear appropriate winter clothing.

Severe Weather Passenger Guide

Severe snow and rainstorms can affect North Fork Area Transit service. The following may occur any time hazardous road conditions exist:

- ❖ Travel time may increase.
- ❖ Some routes may be shortened or cancelled.
- ❖ Bus service on less traveled streets, especially those not plowed or sanded, may be cancelled.
- ❖ Absolutely NO alley travel allowed.
- ❖ In case of severe weather, all passengers will be taken home immediately.

Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus drivers will not assist passengers with their clothing. This includes proper coats, hats, gloves, and footwear.

NORTH FORK AREA TRANSIT BUS OPERATING POLICIES

North Fork Area Transit vehicles (transporting passengers) are not permitted to back up. Please inform North Fork Area Transit when you schedule your ride if there are issues with North Fork Area Transit buses backing up at your pick up or drop off point – Another pick up or drop off point may be requested from the North Fork Area Transit Office.

All North Fork Area Transit Buses are required to stop at all marked rail grade crossings.

All North Fork Area Transit Buses are prohibited from making right turns on red at any given stop light.

REFUSING SERVICE – VIOLATIONS OF POLICY

North Fork Area Transit reserves the right to refuse service to any passenger who displays the following behaviors:

- ❖ Intoxication
- ❖ Disruptive
- ❖ Belligerent/rude
- ❖ Poses a safety or health threat to themselves or others Unreasonable or offensive personal hygiene

North Fork Area Transit has zero tolerance towards violence. Any overt act of violence or threat of violence will result in termination of passenger rides. Any threatening acts of violence will be reported to law enforcement.

North Fork Area Transit has a NO firearms, guns or concealed weapons policy on all transit buses and transit property, in accordance with the Firearms Information Policy of Community Action Partnership of Mid-Nebraska.

North Fork Area Transit also has set a policy for normal and standard behaviors when using the system. If the listed behaviors cannot be followed by the passenger, the steps outlined below may be taken:

Behaviors:

- ❖ Remaining seated while the bus is in motion.
- ❖ Keeping hands and personal objects to yourself.
- ❖ No foul language to any other rider.
- ❖ No screaming or yelling on the bus. Normal volume levels when speaking.
- ❖ No damaging or destruction of NPT Property No slamming Doors.

Behavior penalties:

- ❖ First offense – A warning letter will be sent.
- ❖ Second offense – A second letter will be sent, and rides will be discontinued for one week.
- ❖ Third offense – A third and final letter will be sent, and rides will be discontinued indefinitely.

North Fork Area Transit reserves the right to terminate services immediately.

PAYMENTS

Cash Fares:

Payment is required at time of service. If paying cash, EXACT change is required. Bus drivers do not carry cash and are not authorized to give refunds or change.

Passes:

Passes are available for purchase for frequent riders. Contact the North Fork Area Transit office for pricing. Passes are also available to purchase from any transit bus driver. All North Fork Area Transit Passes are NON-REFUNDABLE.

Charge Accounts:

Charge accounts will be provided to only those individuals whose rides are charged to an agency or facility with a contract for services with North Fork Area Transit. Individuals will not be allowed to charge rides.

REASONABLE MODIFICATION/ACCOMODATION

Department of Transportation (DOT) guidelines require North Fork Area Transit will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

To request an accommodation, please contact the North Fork Area Transit, Transportation Director listed below for more information or to request a complaint form.

North Fork Area Transit
Executive Director
North Fork Area Transit
222 N 4th Street, Norfolk, NE 68701
402-379-4595 - director@nptrans.org

COMPLAINT/GRIEVANCE PROCEDURES

As a recipient of State and Federal funds administered by the Nebraska Department of Transportation, North Fork Area Transit 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 Nondiscrimination section of this handbook. For all other complaints, clients have the option of filing a written statement of the grievance or completion of a grievance form

complaint with North Fork Area Transit as outlined on the last page of the passenger handbook.

NORTH FORK AREA TRANSIT GRIEVANCE POLICY

North Fork Area Transit will not discriminate in the provision of services to an applicant because of their race, color, national origin, sex, age, religion, political affiliation, marital status, family status, or disability status.

It is our intent to provide courteous and professional services to all who meet the eligibility guidelines for the individual programs we administer.

If a program participant or applicant has a complaint about an incident or denial of services, they should immediately notify the supervisor of the program involved for resolution of the problem. This information will be provided by on site staff, is available on our web site at www.nptrans.org, or may be obtained by calling our office at 1.402-379-4595.

If the participant or applicant is not satisfied with the response or if the problem involved the program supervisor, they may send a written statement of the grievance or complete a grievance form and send it to the following address:

Grievance Committee
North Fork Area Transit
222 N 4th Street
Norfolk, NE 68701

All complaints or grievances will be promptly investigated by the Grievance Committee and the resolution will reflect the program guidelines. The Executive Director, will issue a final determination for resolution of the grievance. This determination may be subject to review by the North Fork Area Transit Board of Directors' Executive Committee.

PASSENGER HANDBOOK ACCEPTANCE FORM

Please initial each item below, sign at the bottom, return the form to the Driver or to the office.

_____ I AGREE to read the Passenger Handbook or to have the handbook read to or explained to me by a care giver, or an agent of North Fork Area Transit.

_____ I understand the Handbook is available online at www.nptrans.org, and that I may request a hard copy from the driver.

_____ I understand that it is my responsibility to comply with the requirements and conditions for riders of North Fork Area Transit.

_____ I understand that North Fork Area Transit is a Demand Response Transit (DRT), Non-Medical Emergency Transit (NEMT), and Paratransit provider and North Fork Area Transit is not a Taxi service.

_____ I understand that **rides must be scheduled at least by 4:30 PM the day before (aka 24 hours in advance)** and may be scheduled up to 30 days in advance.

_____ I understand that North Fork Area Transit is a private Non-Profit business operating in the City of Norfolk and surrounding area.

_____ I understand that all complaints or grievances are handled by the Executive Director of North Fork Area Transit.

_____ I understand that Norfolk Public Transit reserves the right to refuse service.

_____ I am responsible for updating my contact information with North Fork Area Transit as needed.

_____ I understand that if I need to cancel a ride, I must cancel at least 30 minutes ahead of time, otherwise I am charged for the ride.

_____ I will read and understand the NO SHOW policy.

_____ I understand that my ridership on North Fork Area Transit is a privilege that is subject to suspension and or revocation should I violate the rules of conduct or if I miss my scheduled ride.

Signature

Date

Care Giver Signature (If Applicable)

Date

NORTH FORK AREA TRANSIT
222 N. 4TH STREET
NORFOLK NE
Office/Registrations 402-379-4595
EMAIL: director@nptrans.org www.nptrans.org

DATE _____
PASSENGER'S LAST NAME _____ FIRST NAME _____ MIDDLE INIT _____
STREET ADDRESS: _____ CITY _____ STATE: _____ ZIP _____
**BIRTHDATE _____ SEX: M/F *MEDICAID PROVIDER _____ *MEDICAID # _____
HOME PHONE# _____ CELL # _____ WORK# _____

AMBULATORY _____ POWER WHEELCHAIR _____ MANUAL WHEELCHAIR _____ POWER SCOOTER _____
WALKER _____ WALKING CANE _____ WHITE CANE _____ CRUTCHES/BRACE _____ OXYGEN _____

**All children need an Emergency Contact Form on file at NPT. This applies to all children riding the bus regardless of the number of times a child will ride.

**All children must fill out a new rider registration every year, as well as for any summer or after school program

*****STANDING RESERVATION*****

START DATE _____ END DATE _____

Please CIRCLE the days you need service:

Monday Tuesday Wednesday Friday Saturday Sunday

Time _____ Name/Address of pickup location _____

Phone number _____

Name/Address of destination _____

Phone number _____

Return Time _____ Name/Address of pickup location _____

Name/Address of destination _____

Missed rides are charged unless canceled at least one (1) hour ahead of the pickup time. PLEASE call and cancel your ride if you do not need the ride on a specific date.

*****EMERGENCY CONTACT*****

NAME _____ PHONE _____ RELATIONSHIP _____