

## Fare & Fare Media

We accept cash fare, as exact change, on the bus. Riders may purchase fare media with cash on the bus or by credit card over the phone. We do not accept personal checks. We take and appreciate donations.

**Punch Cards:** \$20.00/Punch Card (\$22.00 Value)

**Client Credit:** Increments of \$10.00 or more. If you purchase in \$20.00 increments, you will be credited \$22.00.

**Agency Tickets:** Fare media available for businesses to distribute to their clients. Each Ticket represents \$1.00.

**Zone 1:** \$2.00 per trip  
City of Elko, includes NNRH and Highland Village

**Zone 2:** \$3.00 per trip  
*South:* Between NNRH and Spring Creek High  
*East:* Between Highland Village and Osino  
*West:* Between Mt. City Hwy and Exit 298

**Zone 3:** \$4.00 per trip  
*South:* Between Spring Creek High and Pleasant Valley Rd  
*East:* Between Osino and Ryndon  
*West:* Between Exit 298 and California Trail Center

**Zone 4:** \$5.00 per trip  
*South:* Between Pleasant Valley Road and Lamoille  
*East:* Between Osino and River Ranch Exit  
*West:* Between California Trail Center and Carlin

**Zone 5:** \$6.00 per trip  
*East:* Between River Ranch Exit and Wells

**Zone to Zone:** \$2.00-\$5.00 per trip  
Base zone is \$2.00 and adds \$1.00 per additional zone. Carlin and Wells do not qualify for Zone to Zone.

**Third-Party Payor:** If there is a third party payment source, the rider will schedule with dispatch and connect them with the payment source.

**Seniors (60+) and Veterans:** Qualify for grant-based fare and need to register with dispatch. Seniors: the suggested donation is 50% of the regular fare.

**Children:** Children 5, school aged, to 17 may ride the bus independently for regular fare. Up to 2 children, 5 and under, may ride with a paying adult at no charge. Each additional child, 5 and under, will be 50% of adult fare.

## Hours of Service

**Bus Service**  
6:30 AM - 5:30 PM; Monday through Friday

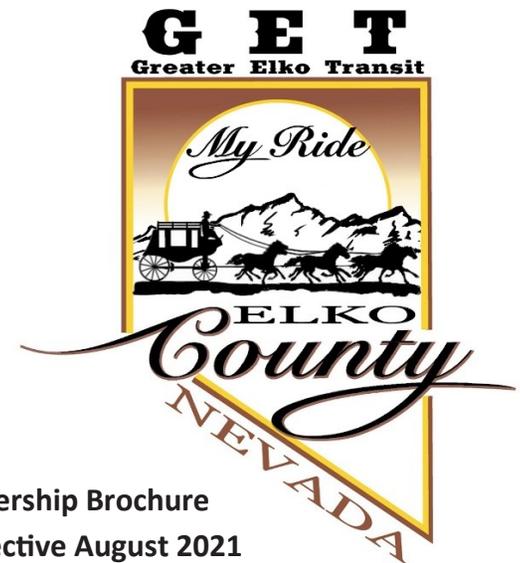
**Dispatch Office** (Phones are live)  
8:00 AM—5:00 PM

**Closed:** New Year's Day, Thanksgiving Day, Christmas Day

**Reduced Service:** All other holidays are reduced to 1 to 2 routes.

## Code of Conduct

- Be ready to board within 5 minutes of the bus's arrival within the 20-minute pickup window.
- Exact fare is due at the time of boarding; no change will be given for overpayment.
- Seatbelts/Posey belts are required for everyone at all times, including riders using wheelchairs.
- Stay seated and buckled until the bus has stopped.
- Riders must be fully clothed at all times.
- Listen to the driver's instructions.
- Be courteous to other riders and drivers. Do not touch or talk to fellow riders or the driver inappropriately.
- Front seats are for people with disabilities and mobility devices; please yield your seat if requested.
- Tobacco, marijuana, alcohol, and illegal substances are not permitted.
- Rider's must schedule/cancel rides for themselves or through an authorized representative, not through the driver.
- Staff is not allowed to accept tips, gifts, loans or any valuable thing from riders.
- Drivers are not allowed to visit with riders while driving or to enter homes, and they must maintain sight of their vehicles at all times.
- Due to safety reasons, some property or travel areas are subject to pre-approval.
- Wheelchairs must be secured in the front-facing direction with 4-point tie down.
- Riders using wheelchairs are encouraged to practice an outboard lift load.
- Nothing is allowed to block the aisles or the securement area.



**Ridership Brochure**  
**Effective August 2021**

### Demand Response Service

GET My Ride is a curb-to-curb (door-to-door upon request), shared-ride public transportation program. Rides are scheduled first-come, first-serve. Our primary funding sources are through the FTA, NDOT, ADSD and VA.

*The service is OPEN TO EVERYONE.*

### Schedule/Cancel through Dispatch

To schedule or cancel a ride, contact our dispatch office in any of the following ways:

**Call:** 775-777-1428

*To leave a voicemail, dial zero at any time.*

**Text:** 775-557-7885

**Email:** elkotransit4@gmail.com

### Service Area

*All trips are based on schedule availability*

- ◆ City of Elko: Daily
- ◆ Spring Creek & Lamoille: Average of 4 times daily
- ◆ Carlin: Tuesday & Thursday
- ◆ Ryndon to Wells: Monday, Wednesday, Friday

Registration: GET My Ride receives grants through ADSD and the VA, which makes it possible for seniors (60+) and veterans to receive rides on grant-based fare. Registrations are required, senior registrations are refreshed annually.

Curb-to-Curb Service: All riders qualify for curb-to-curb service. The rider will need to be ready at the curb, just inside a safe waiting area or at the service location.

Door-to-Door Service: Door-to-door service is available upon request by riders who may not otherwise be able to access the vehicle without assistance. Door-to-door service is from the door of the business or residence to the vehicle.

Trip Definition: A trip is defined as a one-way trip in which a rider boards and departs the vehicle.

Fare: Fare is charged on a one-way basis. Not paying fare will be considered fare evasion. If there is a third party payment source, the rider will schedule with dispatch and connect them with the payment source.

Scheduling: Trips must be scheduled by 12:00 PM the day before and up to 2 weeks in advance. Same Day origin and destination changes will be made depending on schedule availability.

Service Locations: Service locations have been established at businesses, at large residential properties and in some neighborhoods. This is considered the pickup point of that location.

Pickup Window: The rider will be given a 20-minute window in which to expect the vehicle to arrive. The rider must be present at the pickup address or service location during the pickup window.

5-Minute Boarding Window: A driver is only allowed to wait 5-minutes upon arrival within the pickup window before moving on.

Cancellations: Cancellations must be made no less than 1-hour before the scheduled pick up time or it may be counted as a no-show, including trips scheduled through third-party payors.

Carry-On Items/Personal Shopping Cart: Carry-on items are the rider's responsibility may only include what he/she can carry in 1 trip. Drivers can assist with up to 4 carry-on items up to 25 lbs. total. One collapsible personal shopping cart is encouraged. There is no weight limit on a personal shopping cart, but all the items must be contained within the cart.

Priority Seating: The front rows of the vehicle are reserved for people with disabilities, which includes senior or frail riders. The

driver is required to request a rider to move for a person with a disability or a rider using a wheelchair.

Hand-to-Hand Transfers: For riders with hand-to-hand transfer arrangements, the caregiver needs to be in expectation of the rider within the ready window. Should the caregiver not be available within the 5-minute window, the driver will move on, with the rider on board, until we can make contact to reschedule the delivery. This will be counted as a no-show, which may lead to disciplinary action.

Call Backs: Call Backs are for medical appointments only. The rider needs to set up an approximate time for the return trip. The rider will call dispatch when the appointment is complete. We will schedule your pickup at our next earliest opportunity.

No-Show Policy: No-shows are defined as (1) no one boarding the vehicle within the 5-minute window of the bus's arrival within the ready window or (2) a cancellation or change made with less than an hour notice. A pattern of no-shows will lead to suspension from the service.

One no-show WILL NOT result in the remainder of the trips for the day being cancelled. The rider may quickly assess multiple no-shows over a short period of time if trips are not cancelled.

Children: GET My Ride does not transport unattended children under the age of 5 (under school age). For safety reasons, children or their car seat must be buckled in. Strollers must be collapsed and secured. Children are expected to follow ridership rules.

Companions: A rider is welcome to schedule a companion to ride with him/her, if there is space available at the time he/she schedules his/her original ride. The companion must share the same pickup and destination and pay the appropriate fare.

Mobility Aids/Frail Riders: Drivers will offer assistance with boarding, securing wheelchairs, seatbelt application, folding and storing of ancillary objects, such as walkers, canes and oxygen tanks. All mobility devices will be accepted to the extent possible. Limitations may include weight limitations of lift or size constraints that would impede the ability to evacuate the vehicle.

Drivers can assist a rider in a manual wheelchair up or down one step or curb, no more than 6" high, or use an accessibility area, even if it is further away from the pickup or drop off location. Drivers cannot operate power wheelchairs or scooters other than loading and securing the device. The driver may not navigate it up or

down steps or curbs, however, they can find an accessibility area that will be easier for the rider to access.

The Lift: If any rider needs to use the lift, it is preferred that they let dispatch know at the time of the appointment, but any rider can request the driver to use the lift upon pickup. We encourage riders using wheelchairs to practice an *outboard lift load*.

Oxygen Tanks: For the purpose of traveling, personal oxygen tanks are encouraged. If a cylinder must be used, it must be transported in a cylinder cart on wheels or attached to a mobility device and loaded by using the lift.

Service Animals and Pets: Service animals are permitted to ride. Pets are permitted to ride, but they must be on a leash with a muzzle or in a small carrier. The rider is responsible for controlling any animals and the driver is not allowed to assist with them.

Group Trips: Dispatch has the authority to set up groups (1) from an individual pool of riders who have similar origin and destinations in the same time frame and (2) for qualified human service organizations. Due to federal assurances we do not set up charters or tours for any other organization other than a qualified human service organization.

Safety: Riders need to be aware that the safe operations of the service is our highest goal. This means that we do not put the vehicle in a position that risks the safety of the public at large or personal property. If a rider has any concerns please contact GET My Ride management.

Failure to Contact: It is the rider's responsibility to keep current contact information on file. If we cannot contact the rider for any in a reasonable amount of time, all trips will be cancelled, suspension policy may apply.

Lost and Found: GET My Ride is not responsible for lost item(s) left on the vehicle. However, if a driver finds lost item(s), the item(s) will be turned into dispatch, where it will be tagged and logged. Please contact dispatch to inquire about lost item(s). Special consideration will be given to wallets, purses and medication.

Summary of Policies & Procedures: This brochure represents the summary of several policies and procedures applicable to the transit program, including ADA, civil rights protections, suspension and appeals, and complaint policies. Please visit [GETMyRideElko.com](http://GETMyRideElko.com) or [elkocountynv.net](http://elkocountynv.net) for more information.