



(402) 362-7626

Rider Handbook

November 2025

This booklet provides information regarding our policies and procedures and outlines the rider's responsibilities which are critical to the efficiency and effectiveness of our service.

All policies will be enforced in a consistent and fair manner. If a rider feels they have been dealt with unfairly, they may use our complaint process which is outlined within this handbook.

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DESCRIPTION OF SERVICE

York County Public Transportation (YCPT) is a demand response, curb-to-curb public transportation service which serves a large diverse population of individuals with varying age, physical challenges, economic and financial status, and ethnic backgrounds.

Demand-response means that riders call in advance to schedule their ride rather than waiting at a bus stop.

Riders are transported on a first come first serve basis. Door-to-door assistance and lift equipped vehicles are available upon request for individuals needing an accommodation.

Riders can use YCPT to visit friends or family, get groceries, go to work or school- anywhere that they would drive themselves. However, YCPT does **not** provide rides for medical emergencies or to the emergency room. If a rider is experiencing a medical crisis, call 911.

Because YCPT is a “shared ride” service, other riders with different destinations may be picked up and/or dropped off along the way. This can result in a trip taking longer than if a rider were to take a taxi or drive themselves.

DAYS & HOURS OF SERVICE:

Office hours are 8:00 a.m. to 5:00 p.m. Monday - Friday. The office is closed on all holidays.

- In City Limits: Available Monday through Friday starting at 7:30 a.m. and ending by 5:30 p.m. Limited services available on select holidays and on Saturdays (when available).
- In County: Available Monday through Friday starting at 7:30 a.m. and ending by 5:30 p.m.
- Out of County:
 - Lincoln Thursdays: Pickups generally begin at 8 a.m. and returns start around 2:30 p.m.
 - Expanded Service in Nebraska within 110-miles of the transit office provided based on driver/vehicle availability.

HOLIDAYS:

The following holidays will be observed with limited service:

- | | | |
|--------------------------|-----------------|--------------------------|
| ☒ Martin Luther King Day | ☒ Arbor Day | ☒ Day After Thanksgiving |
| ☒ President's Day | ☒ Columbus Day | |
| ☒ Juneteenth | ☒ Veteran's Day | |

No service will be provided on:

- | | | |
|------------------|---------------------------|--------------------|
| ☒ New Year's Day | ☒ 4 th of July | ☒ Thanksgiving Day |
| ☒ Memorial Day | ☒ Labor Day | ☒ Christmas Day |

RIDER REGISTRATION:

New riders will be asked to complete a *Transit Rider Intake* to register with the YCPT system. This may be initiated over the phone, when scheduling their first ride, or may be given to the rider by the driver on their first ride.

Charge Accounts

Charge accounts will be provided only to those individuals whose rides are charged to an approved agency or facility with an agreement for services with YCPT. Individuals are not allowed to charge rides. There is a \$2 administrative fee per boarding for charged rides.

Medicaid Reimbursed Transportation

YCPT may provide transportation services to Medicaid clients as approved through HHS. Additional medical transportation specific policies, procedures, and regulations will apply.

All fares for undefined service areas will be at the allowable Medicaid rate. Maximum allowable Medicaid rates will be accepted as determined by the Nebraska Department of Health and Human Services for exempt public transportation.

RESERVATIONS:

Rides may be requested by calling the office, by leaving a message on our answering machine, or by using our online portal (sign up and director approval required). Rides must be scheduled through our office and **not through a driver**.

Rides called in before 9 am may not be scheduled until after 9 am and those called in after 4:30 pm may not be scheduled until the next business day.

Calls left on the answering machine will be scheduled before calls directly to the dispatcher (as long as message includes the information needed to schedule the ride).

Information Needed to Schedule a Ride

- Rider's name, address and phone number
- Pick-up and drop-off address, including detailed pickup instructions (if applicable)
- Date and drop-off time being requested
- Any additional stops (pharmacy, grocery store, etc.)
- Rider assistance needs (mobility device, personal care attendant, etc.)

With our dispatching software rides are scheduled based upon the needed arrival time, rather than the pick-up time. This is done to accommodate multiple riders sharing the same vehicle, while making sure each rider gets to their destination. Our dispatcher will make every effort to accommodate a rider's request. If the requested time is not available, an alternative date and/or time will be offered, if available.

Advance Scheduling

Advance scheduling is always recommended. Riders should schedule their ride as soon as possible after their appointment is scheduled.

Advance scheduling is always required for all rides that occur:

- Out of York County
- On a Saturday
- On a holiday which offers limited services.

For Thursday trips to Lincoln, riders must schedule their appointments between 9:30 a.m. and 1:00 p.m. This ensures that everyone arrives in Lincoln on time and is ready to return before the vehicle departs with the group.

However, if only one rider is scheduled for the trip, departure and return times may be adjusted to better accommodate their appointment. Please note that this can not be confirmed until the morning of the trip.

Same Day Scheduling

There is a \$2 fee for same day ride requests. These requests will only be considered based on availability and are not available through the online portal. The dispatcher will attempt to schedule the requested ride and the return trip into existing schedules utilizing the following criteria:

- The ride falls within the driver's current scheduled hours.
- A vehicle must be in the vicinity of the requested ride.
- Time must be available to allow the trip to be accommodated without disrupting the riders already scheduled.

Please note that returns for same-day rides may incur a considerable wait time.

Return Rides

Riders are welcome to schedule their return trip if they know specifically what time they will be ready.

In the event the rider is ready to return prior to the scheduled return time, riders may notify the office so that the rider can be picked up earlier, if possible. If that is not possible, the rider will be picked up at their originally scheduled return time.

Alternatively, riders may utilize our "will-call" option. A "will-call" is where riders call us when they are done, and we fit them in as soon as possible. There may be more than a 30-minute wait, depending upon other previously scheduled rides and where our drivers are located.

Please be aware that drivers will usually not wait while riders are at a drop-off location, even if for a short time. If a driver attempts to wait, they often get called away to provide a ride to another rider.

Trip Cancellations and Alterations

Failure to cancel rides in a timely manner causes us to make unnecessary trips and takes time which could be used to provide rides to other riders that have had their ride declined. This costs our program and causes inconvenience to other riders. For this reason, riders are asked to cancel unwanted rides by calling our office as soon as possible. Do not leave this information with a driver, it must go thru the office.

At a minimum, YCPT requires notification for a cancellation at least 30 minutes prior to the driver leaving to pick up a rider. Cancellations with less than 30 minutes notice before a driver has left are counted as a "No-Show."

Cancellations for Out of County trips or rides on a Saturday or Holiday, require that riders leave a message on our answering machine no later than 7:30 a.m. The driver will check the answering

machine only once at the beginning of their day. Cancellations not called in by this time will be charged as "No Shows."

All alterations in plans (change to drop off location, pharmacy pick up, etc.) must go through the office. Same-day changes to trips are dependent upon availability and may be denied.

Pick Up & Wait Time

Due to the nature of public transportation services, arrival times can vary due to unforeseen circumstances. For this reason, a 30-minute pickup window is the legally accepted standard for a ride to be considered "on time". This allows a vehicle to arrive at any point within a 30-minute period around the requested pickup time and still be considered on schedule.

For example, if the requested pickup time is **9:15 a.m.** the vehicle will be scheduled to arrive anytime between **9:00 a.m. and 9:30 a.m.** The rider will need to be ready and watching for their ride during the entire 30 minutes. If the rider must arrive at their destination before the end of the 30-minute pick up window, they should pick an earlier pick up time.

Drivers are required to wait **five minutes*** from arrival within the pick-up window at the pick-up location for riders to present themselves for boarding. If the rider is not present for boarding within that time, the driver will begin the No-Show authorization process. Staff will first verify that the driver is at the correct location and make a good faith effort to contact the customer before authorizing the driver to proceed to the next destination.

Customers who are not ready for boarding upon the driver's arrival and are still not present at the end of the five-minute waiting period, will be considered a "No-Show" and will be subject to the Late Cancellation and No-Show Policy as described below. In addition, a vehicle may not be available to return to attempt another pickup.

**10 minutes for rides that are paid for by Medicaid.*

Late Cancellation and No-Show Policy

- A "No-Show" occurs when a customer does not present themselves for boarding the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window.
- A "Late Cancellation" occurs when a customer cancels a trip less than 30 minutes prior to the driver leaving to pick up a rider.
- A "Cancellation at Door" is when a customer cancels a trip after the driver arrives within the 30-minute pick-up window. This includes canceling via phone.

For purposes of this policy, a Late Cancellation or a Cancellation at Door will be considered a No-Show.

A No-Show on the first leg of a trip does not automatically cancel later trips in the same day.

A No-Show will be assessed a \$2 fee. Charges will be automatically deducted from a rider's e-pass account, if available, or paid in cash prior to scheduling their next ride.

Repeated No-Shows may also result in a suspension (see Suspension Section).

If a rider has a No-Show or late cancel because of circumstances beyond their control, they may contact our office to explain the circumstance and request the removal of the no-show.

Reminder Calls

Riders have the option to receive automatic reminder calls the evening before and/or the morning of their scheduled pick-up. Riders interested in this option should let our dispatcher know.

BOARDING & ON-BOARD PROCEDURES:

Riders who are prompt, help us to be on time for the next rider, which enables us to provide better and faster service for everyone.

Drivers will not enter buildings to locate riders. Riders need to be outside or clearly watching for the vehicle.

Any rider who cannot step up into the vehicle is welcome to use the vehicle lift or ramp to assist in boarding.

Riding Assistance

Drivers may provide the following assistance to all riders, depending on their specific need:

- Provide stability for ambulatory riders with an extended arm.
- Escort a rider on/off the vehicle, operate vehicle lift if required, and ensure proper securement of the customer (including seatbelt securement) and mobility devices.
- Maneuver the customer's manual wheelchair on/off vehicle (per their request).

Additional assistance may be provided for riders who have submitted a request for accommodation to our office, for example:

- Accompany and assist the rider along the entire path of travel between the exterior door and the vehicle (door-to-door).
- Limited assistance with packages (see Carry-on Item policy below).

It is important to note that the driver is not a personal care attendant. Customers are responsible for making their own arrangements for any additional assistance needed.

Personal Care Attendants (PCA)

Depending on the nature and severity of one's disability, riders may require assistance from a PCA. Riders have the right to travel with one PCA at no charge and should indicate their intent to do so when making a reservation.

Riders who cannot travel safely or comfortably without being accompanied by a PCA must understand that our drivers cannot fulfill PCA duties. YCPT cannot refuse service or mandate that a rider travel with a PCA, however drivers are not obligated and will not provide PCA services.

Some duties that may be performed by a PCA but **not** by a driver include and are not limited to:

- Assisting a customer repositioning in a wheelchair.
- Providing physical support for a customer to walk between the vehicle and the outermost exterior door of the pick-up or destination.
- Assisting a customer with changing oxygen canisters.
- Assisting a rider who cannot be left unattended on a vehicle for a short period of time or at the destination without risk to themselves or others.
- Assisting a customer who travels with a service animal but cannot board or disembark that animal from the vehicle without assistance.
- Maneuvering a wheelchair in navigating up or down any steps or curbs to or from the vehicle.
- Operating the controls of an electronically operated mobility device.

Carry-on Items

To increase efficiency, **YCPT operates as a shared-ride service**, meaning riders may ride while others are being picked up or dropped off. YCPT reserves the right to **limit the size and weight** of carry-on items. To ensure a smooth and safe experience for all riders, the following carry-on item guidelines apply:

Rider Responsibility:

- All personal items must always remain in the custody of the rider.
- **No items may be left on the vehicle** for any reason without the ride being present.
- **YCPT is not responsible** for any rider's carry-on items and assumes **no liability** for loss, damage, or breakage.

Baggage Limits:

- Except during designated unlimited baggage runs, riders may only bring what they or their PCA (Personal Care Assistant) can carry in one trip onto the vehicle and manage within their immediate seating area.
- No items allowed over 25 lbs. 36-packs of water exceed the 25 lb. limit.

Loading, Storage, and Safety Requirements:

- Except with an approved request for accommodation on file in our office, **drivers will not** load items onto the vehicle or carry them to the rider's door.
- Riders carrying items on or off the bus may **request to use the lift**.
- Riders should not expect to use the vehicle's shared storage areas, as these may be full.
- Riders may not use the area beyond their feet for baggage, as space must remain available for other riders and their belongings. All bags must be **completely out of the aisle** and **secured by the rider**.
- Items must **not interfere** with the safe securement of mobility devices (e.g., the four-point tie-down for wheelchairs). No baggage in the wheelchair area if a wheelchair is present.

Prohibited Items:

- Riders **may not transport items** that could cause **inconvenience, discomfort, offense, or danger** to others.

Drivers have both the **authority and responsibility** to reasonably interpret and enforce this policy to maintain a safe and respectful environment for all riders.

Seat Belt Policy

YCPT requires that all passenger's seat belts are secured prior to the vehicle moving.

In Nebraska, "all drivers and front-seat riders **must** wear seat belts that are properly adjusted and fastened."

Riders who are medically unable to wear a seat belt may do so in the back seat, but **only when a doctor's statement has been submitted to the transit office that sets forth reasons why use of a seat belt by the person would be impractical or harmful to the person by reason of physical condition or medical problem.** Forms are available in our office. After reviewing the statement for completeness, we will make a notation of the exception, which will appear in the driver's instructions on our dispatching software.

MOBILITY DEVICES and AIDS:

Wheelchairs fitting the following U.S. Department of Transportation (USDOT) Regulation description below are permitted on a YCPT vehicles and must be secured in the securement area:

"Wheelchair means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered." A three wheeled scooter is considered a wheelchair.

YCPT will not be liable for damages to a mobility device that is not recommended by the manufacturer for use during transportation.

YCPT requires all mobility devices to be secured using a four-point securement system. The driver will secure the wheelchair and ensure that the rider and their mobility aid is properly secured with the minimum four securement points. [49 CFR Part 38](#) requires a seat belt **and** shoulder harness be used for the user of a mobility device. See exception under Seat Belt Policy above.

Drivers may recommend that an individual using a mobility device transfer to a vehicle seat; however, they may not *require* an individual to transfer.

Other types of mobility devices such as canes, crutches, and walkers will be accommodated. Please note that walkers with built-in seats may not be used to ride in securement area.

Riders who bring portable oxygen containers must secure their tanks to prevent movement.

TRANSPORTING ANIMALS:

Riders who have an animal need to let the dispatcher know when scheduling their appointment. YCPT requires all animals, except service animals, be secured in an approved pet carrier. There is no fee for an animal to ride in our vehicles.

Service animals are trained to perform tasks for individuals with disabilities ("such as guiding individuals with visual impairments or alerting to sounds"). Comfort or therapy animals, which are used solely to provide emotional support, are not considered to be service animals.

Service animals are to be properly leashed and/or controlled by their owner to prevent potential injuries to other riders and driver.

YCPT may refuse any animal if it poses a direct threat to the health or safety of others (aggressive or disruptive behavior), is not under the owner's control (moving around), or if not housebroken.

TRANSPORTING CHILDREN:

Children under age 5 must be accompanied by an adult.

Nebraska State law states, "all children up to age eight must ride correctly secured in a federally approved child safety seat." Generally, parents will be responsible for supplying a child's car seat and will be responsible for both securing and removing the car seat from the vehicle.

LOST AND FOUND:

YCPT is not responsible for lost or stolen items. If a rider believes they have lost something on a vehicle, they should call 402-362-7626 ext 1 for assistance.

If an item is found on a vehicle, YCPT will attempt to return it, if time allows. Items that we are unable to determine who they belong to will be brought back to the office where they will be held for a maximum of seven (7) days until claimed. Once seven (7) days expire, the item(s) will be discarded or donated.

WEATHER & OFFICE CLOSINGS

YCPT will take all precautions necessary to provide safe travels for all our riders. Therefore, we may be running a bit behind.

If extreme weather conditions make travel unsafe, services will be discontinued until conditions are more favorable. Passengers with scheduled trips will be notified as soon as possible. In the event that the York County Courthouse is closed due to a weather event, all services will be cancelled. Such closures will be announced on local radio stations.

Riders are responsible for driveways and sidewalks being accessible. Drivers may refuse to transport a rider if they determine they are unable safely assist the rider to the vehicle.

RIDER COURTESY AND CONDUCT

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

- Pick up after themselves and keep their area clean.
- No messy or strong-smelling food.
- All drinks must have tight fitting lids to prevent spills.
- Out of respect for others, please practice good hygiene.
- Use of tobacco products is strictly prohibited, including chewing tobacco.
- Riders under the influence of alcohol and/or illegal substances will be refused service.
- NO firearms or weapons of any kind are allowed.

- Violence or harassment of any kind (sexual, verbal or physical) or foul/offensive language will not be tolerated and may result in the immediate and/or permanent suspension of services.

Drivers have both the **authority and responsibility** to reasonably interpret and enforce this policy in order to maintain a safe and respectful environment for all riders. When the driver must request compliance, this is considered a verbal warning.

SUSPENSIONS/TERMINATIONS:

Failure to follow the rules outlined in this handbook may result in refusal of rider service, suspension, or termination of service. The transit director shall determine all suspensions.

Generally, a verbal warning will be given first. If the driver indicates that a problem continues, a warning letter would be issued next. Finally, a suspension letter would be sent.

When contemplating a suspension for no-shows, a pattern of occurrences will be taken into consideration.

Riding privileges will generally be suspended for one-two weeks for the 1st suspension. Repeat suspensions will increase in duration.

When the severity of an offense warrants, YCPT reserves the right to skip the procedures above and immediately suspend or terminate services.

Appeal Process

If a rider disagrees with any penalty resulting from the enforcement of these policies, they have 15 days to submit a written request for appeal to the York County Board of Commissioners at 510 Lincoln Ave., York, NE 68467. Upon receipt of the request, the appeal will be scheduled to be heard at the commissioner's meeting following receipt of the request.

RIDER COMPLAINTS:

The initial complaint may be expressed orally with a written follow-up or by written correspondence made to the director. Send written complaint to:

York County Public Transportation
Attention: Program Director
1614 Division Ave. PO Box 96 York, NE 68467

NON-DISCRIMINATION POLICY:

York County Public Transportation 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.

YCPT 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 YCPT solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

If an accommodation is needed to fully use our services, riders will need to request one by contacting the YCPT director at the address and/or phone number above.

Title VI Complaints

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 https://www.yorkcounty.ne.gov/uploads/1/1/6/4/116459595/titlevinoticketopubliceng_spanform.pdf 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.

York County Public Transportation
1614 Division Ave. PO Box 96
York, NE 68467
Attn: Program Director
(402)362-7626

NE Dept of Transportation
1500 Hwy. 2
Lincoln, NE 68502
Attn: Title VI Transit Manager
(402)479-4694

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

