

# GET My Ride Greater Elko Transit

## Fare & Fare Media

**Fare Media:** \$20.00 Punch Cards (\$22.00 Value) are available for purchase.

**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 Road  
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

**Zone to Zone:** \$2.00—\$5.00  
Zone price starts at \$2.00 and adds \$1.00 per additional zone

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

**Children:** Children 5 to 18 may ride the bus independently with a Child Authorization Form for regular fare. Up to two (2) children, 5 and under, may ride with a paying adult for free. Each additional child (5 and under) will be 50% of adult fare.

**Donations:** All donations, which can be made by paying a higher than required fare, are appreciated and are used to directly support the transit service.

## Hours of Service

6:30 AM - 5:30 PM; Monday through Friday

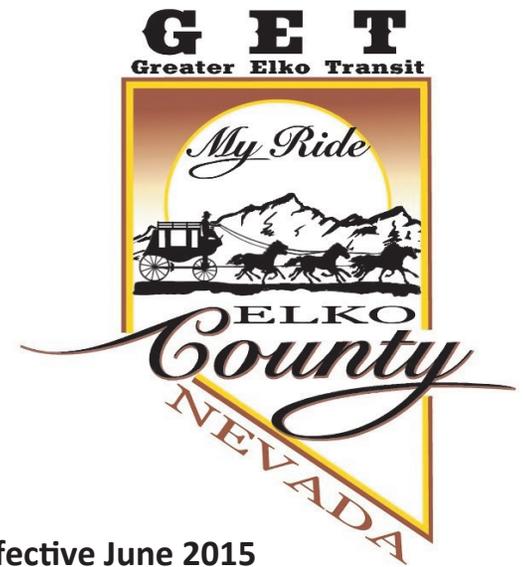
**Closed:** New Year's Day, Thanksgiving Day, Christmas Day

**Reduced Service:** All other holidays depending on scheduling demands

Shared Ride Service means you will share the bus with other passengers.

## Travel Tips/Rules

- Wear your seatbelt.
- Be courteous to other riders and drivers.
- Front seats are for people with disabilities; please yield your seat if requested by the driver.
- Smoking is not permitted.
- Alcohol and illegal substances are not permitted.
- Keep exits and aisles clear, including carry-on items.
- Service animals are welcome. Other pets must be leashed, muzzled or caged.
- Drivers shouldn't visit with riders while driving.
- Riders must be fully clothed.
- Staff is not allowed to accept tips, gifts, loans or any valuable thing from riders.
- Drivers are not allowed to enter the home.
- Drivers are required to maintain sight of their vehicle at all times.
- Trips are considered on time within the 20 minute ready window.
- Due to safety reasons, some property or travel areas are subject to pre-approval.
- Exact fare is due at the time of boarding.



Effective June 2015

# GET My Ride

{Greater Elko Transit}

## 777-1428

### Demand Response

PUBLIC TRANSIT SYSTEM

SERVING THE CITY OF ELKO  
SPRING CREEK 4 TIMES DAILY  
RYNDON & OSINO EVERY WED  
OPEN TO EVERYONE

Sponsored by:  
Elko County  
540 Court Street  
Elko, Nevada 89801  
www.elkocountynv.net

Operated by:  
MV Transportation, Inc.  
149 South 9th Street  
Elko, Nevada 89801  
Fax (775) 738-9838

Registration: GET My Ride receives grants through ADSD and the VA, which makes it possible for seniors (60+) and veterans to receive rides on a donation basis. Senior and Veteran 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 place 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 is charged on a per trip basis. Not paying fare will be considered fare evasion.

Scheduling: Trips must be scheduled by 2:00 PM the day before and up to 2 weeks in advance. Same day service is available on the City Route. 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.

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

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

Cancellations: Proper cancellations must be made no less than one hour before the scheduled pick up time or it may be counted as a no show.

Carry-On Items/Personal Shopping Cart: Carry-on items are the responsibility of the rider and may only include what a passenger can carry in two trips. Drivers can assist with up to 4 carry-on items up to 25 lbs. Collapsible personal shopping carts are encouraged. There is no weight limit on a personal shopping cart.

Priority Seating: The front rows of the vehicle are reserved for clients with disabilities, which includes senior or frail clients. The driver is required to request a non-disabled rider to move for an individual with disabilities.

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 5 minutes of the arrival of the bus within the ready window, the driver will move on in the schedule with the rider on board and all efforts will be made to contact the responsible party listed on the registration. This could lead to disciplinary action and/or contacting emergency services.

Call Backs: Call Backs are for medical appointments only. Riders need to set up an approximate time for the return trip, which is flexible for when the rider calls dispatch for a pickup after the completion of the appointment.

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

Children: GET My Ride does not transport unattended children under the age of 5 (under school age). For safety reasons, children must be in a child restraint seat or sitting in their own seat, and buckled in (depending on age/size of child). Strollers must be collapsed and secured.

Personal Care Attendant (PCA)/Companions: One PCA can travel with a passenger at no additional cost. Any additional PCAs or companions may ride at the regular fare and are subject to availability of the schedule. A PCA and/or companion must share the same origin and destination as the rider.

Mobility Aids/Frail Riders: Drivers will offer assistance with securing wheelchairs to the vehicle, 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 legitimate 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 drop off location. Drivers cannot operate power wheelchairs or scooters, nor help individuals in power wheelchairs 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.

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 the mobility device.

Service Animals and Pets: Service animals are permitted to ride. A description of the animal must be on file with dispatch. Pets are permitted to ride as well, 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 passengers who have similar origin and destinations in the same time frame and (2) for qualified human service organizations. Due to federal assurances we may 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 the highest goal. This means that we do not put the vehicle in positions that risk the safety of the public at large or personal property. If a rider has any concerns please contact GET My Ride management.

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.

Rider Complaints: If any party has a complaint against the GET My Ride program, they can contact the local dispatch number on the front. There is a formal complaint procedure which will be explained and made available.

Disruption of Service: If it is estimated by the GET My Ride management that the bus service falls behind in the schedule past the 20 ready window, dispatch will attempt to notify the affected riders by telephone to the extent possible with a plan to resume service normally.

Disciplinary Action: All riders and staff have the right to a safe, comfortable service relationship free of abusive behavior. Therefore, GET My Ride has a Misconduct and a Suspension policy in place. Please contact GET My Ride management for more information regarding disciplinary action that could lead to suspension from the service.