

# Transit Service Information & Instructions

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Elko County Transit Department

GET (Greater Elko Transit) My Ride

540 Court Street, Elko, NV 89801

Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

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## INTRODUCTION AND PURPOSE

GET (Greater Elko Transit) My Ride is a transportation program provided by Elko County to the Elko area. This program is operated under the governance of Elko Board of County Commissioners and managed by Elko County Management and Elko County Transit Department.

GET My Ride is a Demand Response, origin-to-destination, and shared-ride program. The primary pickup and drop off method is curb-to-curb service with door-to-door service available upon request. This means you will be scheduled in the order of pickup and delivery times and locations in a route style format. You can expect to ride the bus with other passengers, picking them up and dropping them off along the way.

GET My Ride is *open the public*, not just sections of the population like seniors, people with disabilities, or low-income individuals. GET My Ride program is funded through the Federal Department of Transportation (USDOT), Federal Transit Administration (FTA). For rural areas, like Elko County, the federal funding is passed through the Nevada Department of Transportation (NDOT), who helps the subrecipients meet the regulatory requirements of federal funding. The purpose of the funding source Elko County receives is to provide public transportation in rural areas, increasing the opportunity for residents who are transportation disadvantaged to have access to public goods and services, employment opportunities, health, and wellness opportunities, and so on.

GET My Ride also receives other grants and contract work, which makes it possible for Elko County to pay for the transit program. Each grant or contract work has its own rules and regulations that we must abide by and may offset the fare for the population or demographic group represented by the grant or contract client.

Elko County has several written policies and procedures pertaining to the transit program, which are summarized in the “**Ridership Brochure**”. This document, *Transit Service Information & Instructions*, only covers operational items such as service hours and how to schedule trips. There are other policies that work alongside this document.

## LIST OF LOCAL TRANSIT POLICIES

All public ridership information can be found at [GETMyRideElko.com](http://GETMyRideElko.com) or [elkocountynv.net](http://elkocountynv.net).

- ADA Policy and Procedure
- Appeals Policy and Procedure
- General Complaint Policy and Procedure
- No-Show and Late Cancellation Policy and Procedures
- Passenger Code of Conduct
- Suspension Policy and Procedure
- Title VI Plan
- Transit Service Information and Instructions
- Ridership Brochure



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## MISSION AND VISION STATEMENT

**Mission:** GET My Ride strengthens the Elko Community by enabling individuals to pursue a fuller life with greater ease and convenience by leading through partnering, planning and wise investment of physical, economic, and human resources.

**Vision:** To be a source of pride for the Elko Community by being leaders in rural public transportation and be a valued partner in our community’s social fabric, economic infrastructure, and quality of life.

## OFFICE HOURS



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 540 Court Street, Elko, NV 89801  
 Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com  
 Dispatch Office Hours (Live Calls): 8:00AM - 5:00PM  
 To contact the Transit Coordinator, contact the dispatch office and leave a message.

### Contacting Dispatch Tips:

It is going to be *fastest and easiest* for you to contact the dispatch office electronically. Elkotransit4@gmail.com is the central point of all communication; all texts, voicemail and email go to this address and the dispatcher gets the message instantly.

Leave a voicemail by dialing zero (0) during the greeting, which is forwarded to elkotransit4@gmail.com. All texts are also forwarded to elkotransit4@gmail.com.

## SERVICE HOURS

\*\*\*Service Hours may be subject to change\*\*\*

Monday through Friday, except recognized holidays.

First Pickup: No earlier than 6:30 AM

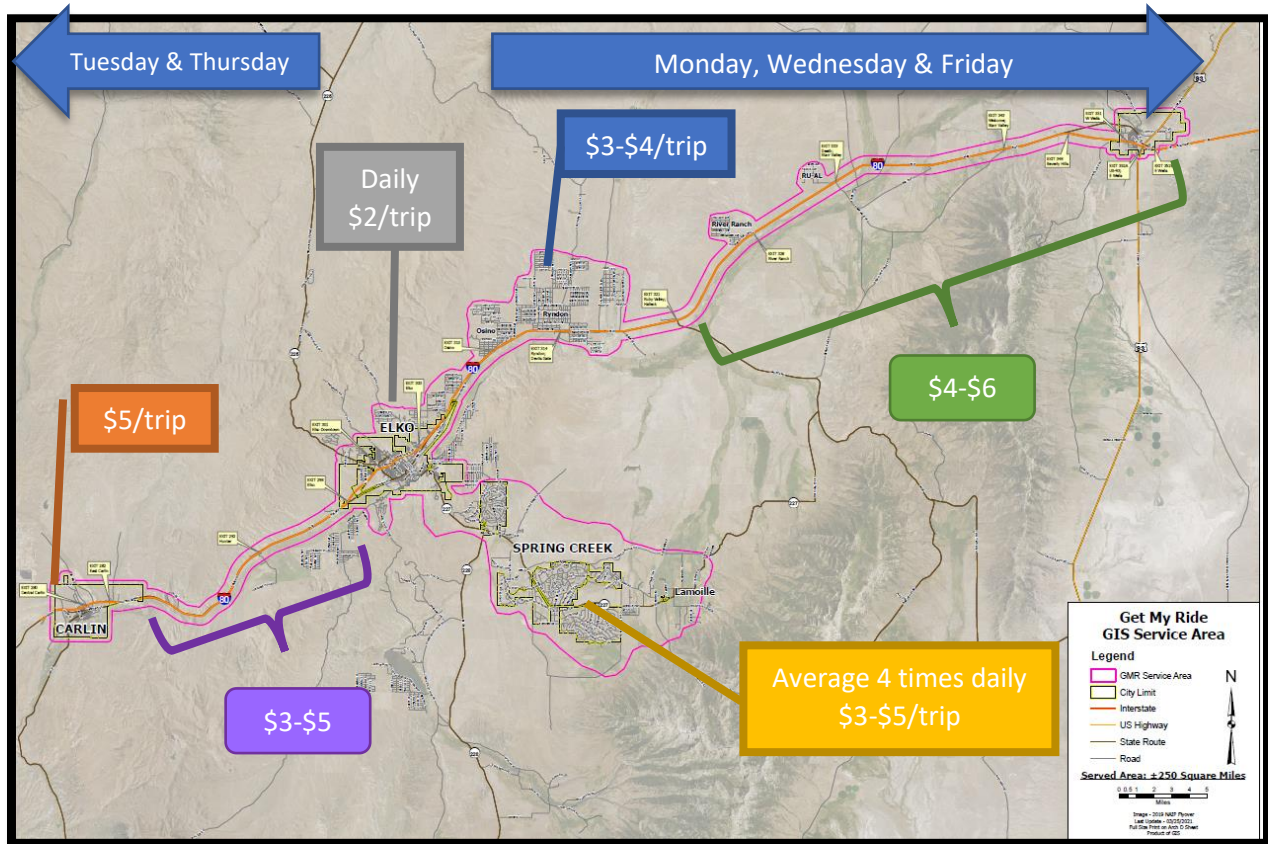
Last Dropoff: No later than 5:30 PM

## HOLIDAY SCHEDULE

Reduced Schedule	Closed
Memorial Day	New Year's Day
Independence Day	Thanksgiving Day
Labor Day	Christmas Day
Nevada Day	
Day after Thanksgiving	
Martin Luther King Day	
President's Day	
Veterans Day	



## SERVICE AREA, AVAILABILITY AND FARE



The graphics on the map are not to exact scale.

### **Zone 1: \$2.00 per trip**

City of Elko, which includes NNRH and Highland Village. Available daily.

### **Zone 2: \$3.00 per trip**

*South:* Between NNRH and Spring Creek High School. Available daily, average of 4 times daily.

*East:* Between Highland Village and Osino Exit, available daily to Newmont Housing, east of Newmont Housing, available Monday, Wednesday, and Friday.

*West:* Between Mountain City Highway and Exit 298. Available daily.

### **Zone 3: \$4.00 per trip**

*South:* Between Spring Creek High and Pleasant Valley Road. Available daily, average of 4 times daily.

*East:* Between Osino Exit and Ryndon gas station, available Monday, Wednesday, Friday.

*West:* Between Exit 298 and California Trail Center. Available Tuesday and Thursday.

### **Zone 4: \$5.00 per trip**

*South:* Between Pleasant Valley Road and Lamoille. Available daily, average of 4 times daily.

*East:* Between Osino Exit and River Ranch Exit. Available Monday, Wednesday, Friday.

*West:* Between California Trail Center and Carlin. Available Tuesday and Thursday.

### **Zone 5: \$6.00 per trip**

*East:* Between River Ranch Exit and Wells. Available Monday, Wednesday, Friday.



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### **Zone to Zone: \$2.00 to \$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.

**Seniors (60+) and Veterans:** These groups qualify for grant funded fare support. Both groups need to complete registrations. Senior registrations are updated annually. Seniors are encouraged to donate up to half the fare but will not be denied a ride due to inability to pay.

**Children:** Children 5-17 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 a paying adults fare. The same ridership rules apply to children.

**Donations:** If you wish to contribute to GET My Ride Transit Program, you can use donation envelopes and drop it into the farebox.

### **Other Schedule and Fare Information:**

- All trips are based on availability.
- Drivers cannot open the farebox.
- Fare is charged per one-way trip.
- We take and appreciate donations.

## **FARE MEDIA AND PAYMENTS**

- **Punch Cards:** \$20.00/Punch Card (\$22.00 value); A Punch Cards is a physical business-sized card that has 22 punches on it. The driver will punch it every time you board the bus until the punches have expired.
- **Client Credit:** Increments of \$10.00 or more. If you purchase in \$20.00 increments, you will be credited \$22 credits. Client Credit is a prepaid electronic account. Every time you ride the bus, the system automatically reduces the account by the appropriate fare. *We highly recommend you use Client Credit rather than Punch Cards, especially for youths, as it reduces the loss of the Punch Card.*
- **Agency Tickets:** Are available only for agencies to purchase on behalf of their clients. Each ticket represents \$1.00. The agency issues tickets to their clients to pay the client's fare.
- **Credit Cards:** You may purchase fare media with a credit card over the phone or in person at the Transit Office. Credit Card purchases need to be for \$20 or more, otherwise, please pay cash.
- **Checks:** We do not accept personal checks. We do accept business checks.
- **Cash Fare:** Exact fare is required when boarding the vehicle, no change given.
- **Cash for Fare Media** (Punch Cards, Client Credits): Can be made on the bus or in person at the Transit Office. If you pay on the bus, tell the driver how much it is and what you are purchasing when you drop the cash payment in the farebox.
- **Medicaid Transportation Broker:** We work with the Nevada Medicaid Transportation Broker, currently MTM, Inc. For your rides to be paid for through Medicaid, you, your facility manager, or your caregiver are responsible to schedule your trips through MTM. MTM assigns the trips to GET My Ride.
  - If you believe your trips qualify to be paid for by MTM, please contact dispatch and we will help you navigate the system and work with you to schedule the trips.



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- **MTM Cancellations:** You must cancel MTM-based rides with GET My Ride. We can cancel with MTM on your behalf. The same no-show and late cancellation rules apply. This includes subscriptions you are no longer using.
- **Grants:** If you belong to a demographic or population covered by a grant, you may qualify to ride without paying fare. These programs require the passenger to complete a registration form to enter the grant program.
- **Third-Party Payor:** Third parties may pay the fare for others. Typically, the third-party calls GET My Ride to set up the payment system or you connect dispatch to your payment source. If you believe a third-party is paying for your trips, please contact dispatch to discuss it. We must get the approval from the third-party to charge them for your trips.
- **Invoices:** GET My Ride works with partner service agencies. We are happy to set up an invoicing account to track your client's trips of and bill you for them. You can pay through business check, EFT or with credit card over the phone.
- **Donations:** You may make small donations by using the donation envelopes provided on the bus and dropping it in the farebox. If you would like to make donation large enough for a tax credit, please contact dispatch.

## ELIGIBILITY

GET My Ride is a Demand Response transportation program, not a "Complimentary Paratransit" program. We are open to the public, not just sections of population, and we do not require anyone to be eligible to ride the bus. Although we are open to the public, we do focus our service recruitment on those who are transportation disadvantaged.

## RIDERSHIP INFORMATION

### 5-Minute Wait Time:

The 5-minute wait time begins when the bus arrives within the 20-minute pickup window. You must board the bus within the 5-minutes, or the bus will move on without you and you will assess a no-show.

### Authorized Representative:

Only the passenger or their authorized representative may schedule or cancel rides on behalf of the passenger. An authorized representative may be employed by a human service or a family member. If a passenger would like to allow an authorized representative schedule and cancel trips in their behalf, the passenger will need to call, text or email dispatch with the request to add this person as their authorized representative.

### Call Backs:

A call back is a type of return trip that is only allowed for medical trips based on availability in the schedule. When you have a "Call Back" we confirm the trip but don't schedule it. You would call back and let us know you are ready. Your trip will be scheduled at our next earliest opportunity, which may be quite lengthy depending on how tight the schedule is. *We **strongly suggest** that you schedule a return ride along with the original ride rather than a Call Back, because it will guarantee the trip is scheduled.*



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**Curb-to-Curb Service:**

You will be picked up near the curb or driveway of your residence or at a service location. The driver will not assist you to or from the door. The driver will, however, assist you to board or alight; operate the wheelchair lift; and assist with securement. You must be ready to meet the vehicle during the pickup (ready) window given to you by dispatch.

**Denied Trips:**

Individual trips may be denied due to lack of availability. If we cannot accommodate your request, we will try to negotiate for an available time.

**Door-to-Door Service:**

GET My Ride will provide door-to-door service upon request. This shall include the foyer or lobby of a business, store or other establishment that may offer shelter or protection while you wait. Door-to-Door service does not mean that the vehicle pulls up to the door, rather that the driver will meet you at the door and assist you to the vehicle and vice versa.

**Driver Sight of Vehicle:**

No matter which types of pickups or drop offs, such as curbside, door-to-door, or service location, the driver must be able to maintain line of sight to the vehicle.

**First-Come, First-Serve:**

All trips are scheduled first-come, first-serve.

**Group/Charter Trips:**

Under the FTA regulations, GET My Ride cannot accommodate charter trips in or out of town as this would create unfair competition to charter companies that exist in the Elko Area. However, group trips can be accommodated if they meet the qualifications according to the exemption as outlined at 49 C.F.R. Part 604, Sub-part B (Including Appendix A). Or, if they fall into our regular work and the schedule can support the trips.

**Inclement Weather:**

In Elko, there is bad weather, such as ice and snowstorms during the winter months. The GET My Ride service area has a lot of rural roads that are not always kept clear. During inclement weather, the safety of the employees, passengers and vehicles will always be placed above the schedule.

The general guideline is that GET My Ride will match up to the Elko County School District's inclement weather decisions. Should they either close or run a late start scheduled due to inclement weather, we will likely match their schedule. However, we may choose to close or run a late schedule at our own discretion if we feel that the inclement weather is severe enough to cause risk to the safety of the drivers, the passengers, and the vehicles.

If possible, at least one employee will be available to notify passengers of the weather conditions and service status.

You are responsible to keep a clear path on your property to increase the safety of the driver and yourself to travel between the property and the vehicle. If a driver feels that a singular trip is too dangerous to complete, they must contact dispatch for final determination.



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### **Lost & Found:**

Neither the program nor its representatives are responsible for lost items left on the vehicle. However, if a driver finds lost items, the items will be turned into dispatch, where it will be tagged and logged. Special consideration will be made for wallets, purses, and medication. Wallets, purses, and medication will be turned into the police department after 48 hours. Other items will be turned into the local thrift stores if not claimed within 30 days.

### **Missed Trips:**

A missed trip is a scheduling mistake on the part of GET My Ride where the bus arrives outside the 20-minute ready window. Missed trips will not result in a no-show assessment against the passenger.

### **Multiple Trips:**

Multiple trips are more than 2 (origin and return) trips scheduled for the same passenger on the same day.

### **Next Day Trips:**

Next day trips are trips that are requested today before 12:00 PM for the next day or later. Requests after 12:00 for today or anytime tomorrow are considered same day trips.

### **Peak Service Times:**

Peak service times are between 7:00 AM and 9:00 AM and 2:00 PM to 4:00 PM. *We suggest you schedule your appointments to avoid peak service times whenever possible.*

### **Pickup (Ready) Window:**

The pickup window, also known as the ready window, is a total of 20-minutes around your pickup time in which the bus is considered on time. Typically, this 20-minutes spans from 10-minutes before to 10-minutes after your scheduled time. However, depending on your scheduling needs, the entire 20-minute time allotment may be applicable to the time before or after the scheduled pickup time. **You must be ready to board the bus when it arrives within the pickup window.**

### **Quick Errands:**

Drivers are not allowed to wait while the passenger runs a “quick errand”. Even if you only need a few minutes to be at a location, you need to schedule separate trips. If there is time in the schedule, dispatch **may** allow the driver to wait for a passenger, however, each trip needs to be scheduled separately.

### **Return Trip:**

Return trips is the trip that returns the passenger home. Schedule your return trip at the time of the original trip or you risk a trip denial.

### **Same Day Trips:**

Same day trips are requested for today; or requested today after 12:00 PM for tomorrow. Same day trips are only scheduled or changed if there is availability.

### **Scheduling Timeline:**

GET My Ride takes trip requests between the next day (before 12:00 PM today) up to two weeks in advance. *We suggest you schedule your trips as far in advance as possible.*





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### **Scheduling Return/Multiple Trips:**

GET My Ride strongly encourages, that unless you are specifically requesting a one-way ride, you book your return trip or multiple leg trip at the time of the original request.

If you need more than 4 individual trips, GET My Ride may request that you provide your schedule electronically or verbally and then disconnect the call. This will allow the dispatcher time to work through the schedule. After your rides are scheduled, the dispatcher will contact you with a firm schedule.

Because this is a shared-ride service, it is important that ample time is allowed between drop offs and pickups to complete the business of each destination. The recommended time allowance is no less than thirty (30) minutes between each trip, although that will vary depending on the schedule availability.

### **Service Locations:**

GET My Ride has established service locations at the local businesses and on or near residential properties. Generally, the service locations are at the main entrances or other pre-determined place that is safe for the passenger, pedestrians, driver, and vehicle. If the vehicle cannot safely enter a property, board, and alight passengers, or deploy the lift, the property will be assigned a service location.

### **Trip Definition:**

A trip is defined as a one-way trip, every time a passenger is delivered to a scheduled destination. Return trips are counted as one-way trip.

### **Unallowable Requests:**

You may not request or refuse a specific driver, bus, seats, routes with or without certain passengers.

### **Visitors:**

“Visitors” is a terminology that comes from the “Complementary Paratransit” regulations. GET My Ride does not have eligibility requirements, therefore we do not need proof of eligibility to ride as a visitor.

## **HOW TO REQUEST/CANCEL A TRIP**

### **1. Contact Dispatch:**

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Live dispatch hours are from 8:00 AM to 5:00 PM, Monday through Friday, except holidays. During office hours, dispatchers are very busy. They are taking calls from passengers and talking to the drivers on the radio simultaneously making it difficult to answer the phone. You can leave messages any time of day and we will receive them almost immediately. Dispatch will respond to you as soon as they can.

[Elkotransit4@gmail.com](mailto:Elkotransit4@gmail.com) is the central point of all communication; all texts, voicemail and email go to this address and the dispatcher gets the messages instantly. It is going to be *fastest and easiest* for you to contact the dispatch office electronically. You may leave a voicemail by dialing zero (0) during the greeting, which is forwarded to [elkotransit4@gmail.com](mailto:elkotransit4@gmail.com). All texts are also forwarded to [elkotransit4@gmail.com](mailto:elkotransit4@gmail.com).



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## **2. Include all Your Information:**

- Name
- Pickup address, including details such as apartment number, which entrance, which door (side door) and so on.
- Telephone number
- Date of ride
- Time of pick up at point of origin, or, if the ride is for an appointment, the exact time of appointment.
- Drop off address (exact location, including phone number of destination if possible).
- Certain locations have service points that must be observed.
- The time at which you wish to be picked up for your return trip or additional trips.
- If you use a mobility device and the type of device
- Shopping Trips that include carry-ons
- If you will be using a personal shopping cart
- If a companion, service animal or pet will be accompanying you.

## **3. Negotiation:**

You can expect that if a specific time does not work, the dispatcher will try to negotiate another time, up to one (1) hour before or after the requested pickup time. If an available time within those guidelines is not workable for the passenger, you may need to have an alternate plan for other transportation, or to reschedule at another time or day.

## **4. Flexibility:**

The best practice is for you to let the dispatcher know your time constraints, such as shift start or end, or the appointment time, the dispatcher can then find the best route and pickup time for you. If you are flexible, let the dispatcher know and they will help you find an open spot in the schedule.

## **5. Receive Schedule from Dispatch:**

If you are requesting just a few trips, changing scheduled trips, or canceling current trips, the dispatcher should be able to let you know your schedule quickly.

If you need more than 4 individual trips, GET My Ride may request that you provide your schedule electronically or verbally and then disconnect the call. This will allow the dispatcher time to work through the schedule. After your rides are scheduled, the dispatcher will contact you with a firm schedule.

## **6. Auto-reminder**

We will send out a call or text through an automated calling system that will notify you of your first trip of the following day.

## **SUBSCRIPTION SERVICE**

If you need a ride to the same place, at the same time, at least once per week, subscription service may be a good option. This service allows you to schedule these rides on a recurring basis with one call. The schedule may hold up to 50% subscription trips at any given time of the day. If the schedule has met the maximum percentage of subscription trips, the passenger will need to schedule by the week until a slot in the schedule opens.



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To qualify for subscription service the rider cannot have been suspended for a pattern of no shows or late cancellations (see the No-Show and Late Cancellations Policy).

Subscription trips will be automatically canceled for holidays in which GET My Ride is closed, but not for the holidays we are open for. You are responsible for canceling or changing subscription trips. This will help us to avoid unnecessary rides or missed connections. If you fail to cancel or change subscription trips it will be counted as a no-show and may lead to disciplinary action.

You can use subscription service for recurring trips and schedule additional trips as needed. For example, if you are normally set up on a daily subscription trip between work and home but would like to add a trip to the grocery store on a specific day, call dispatch and request the additional trip. You need to let dispatch know that this ride is in addition to your subscription service so the dispatcher can adjust the series of trips as needed.

## NO-SHOW & LATE CANCELLATIONS

GET My Ride has a separate No-Show and Late Cancellations Policy. It is important for you to understand that you need to cancel your trips no less than 1 hour before your scheduled pickup time or you will assess penalty points that can lead to disciplinary action such as being suspended from service.

## CODE OF CONDUCT

GET My Ride has a separate Passenger Code of Conduct Policy. It is important for you to understand that you need to behave in appropriate manner while on the bus and on GET My Ride (Elko County) property. You may be suspended from service if you do not behave appropriately or develop a pattern of no-shows.