

Notification of Public Rights Under Title VI

The services, facilities, and benefits of our programs are for the use of all persons regardless of race, color, sex, religion, disability or national origin in accordance with Title VI of the Civil Rights Act. Any individual who feels he/she has been denied the opportunity to participate in any Prairie Five CAC, Inc. programs and wishing to file a complaint of discrimination should contact the following:

Executive Director of Prairie Five CAC, Inc.

719 N 7th Street, Suite 302
P.O. Box 159
Montevideo, MN 56265
320-269-6578

For more information on Prairie Five CAC, Inc. Civil Rights Program, complaint procedures, or obligations, please contact the above.

Persons with limited English proficiency may contact our office at the following number, 320-269-6578.

Personas con conocimientos limitados del ingles pueden ponerse en contacto con nuestra oficina al siguiente numero 320-269-6578.

MN Department of Transportation

Prairie Five RIDES is committed to providing non-discriminatory service. Customers will be informed how to request more information or to file a discrimination complaint.

Upon request this ad may be made available in an alternate format such as braille, large print, or audio.

A Title VI complaint may also be made to the Title VI Specialist at the Minnesota Department of Transportation, Office of Civil Rights.

Phone number: 651-366-3320



Cities and Counties Served

- City of Appleton
- City of Benson
- City of Canby
- City of Dawson
- City of Madison
- City of Montevideo
- City of Ortonville
- Big Stone County
- Chippewa County
- Lac qui Parle County
- Swift County
- Yellow Medicine County

Toll-Free Dispatch

1-877-757-4337

ADA Compliant

www.prairiefive.com

TTY/TDD

1-320-269-6988

Prairie Five RIDES

Passenger Rights and Responsibilities



Bus and Volunteer Driver

Prairie Five RIDES

719 7th St N, Suite 302

PO Box 159

Montevideo, MN 56265

Toll-Free Dispatch: 1-877-757-4337



Passenger Rights

- Passengers are entitled to a safe ride with a competent driver arriving at their destination in a timely manner.
- Unless other arrangements are made, passengers can expect a roundtrip ride.
- Any information given to the dispatcher regarding your transportation will be regarded as confidential.

To ensure the quality of the program, if you have any issues or concerns regarding passenger rights and responsibilities, please call the Transportation Manager to discuss your case confidentially. The manager can be reached at 320-269-6578.



Passenger Responsibilities

- It is your responsibility to call the Dispatch office at **1-877-757-4337 between 7:00am and 5:00pm**, Monday-Friday, excluding holidays. Please call at least 24 hours in advance or as soon as possible. Requests are filled quickly. Prairie Five RIDES generally cannot accommodate same-day trips, but will make every effort to schedule transportation as needed. When calling, please provide your name, address, and phone number as well as the date and time of your appointment. Riders are not allowed to call drivers directly or after hours. We will schedule your ride and call you back to confirm your ride and pickup time.
- Passengers must use their seatbelts. If you are bringing any children under both 4'9" or age 8, you must provide and secure your own car seat/booster seat for each applicable child. <https://dps.mn.gov/divisions/ots/child-passenger-safety/>
- Children must always be under parent/guardian supervision and maintain good behavior while riding with Prairie Five RIDES.
- Please be punctual and waiting for your driver to arrive at your scheduled

pickup time. Drivers are not expected to wait if a passenger is running late. If you live in an apartment complex, please be waiting in the main lobby so the driver does not have to enter the building to find you. Drivers will wait five (5) minutes for regional passengers and up to three (3) minutes for city passengers.

- Passengers are expected to pay the ride fare (if applicable) at the time of departure. If you are a social service client, contact your social worker for information on how to schedule your transportation. If you are on a health plan, please contact your provider to make proper arrangements.
- Prairie Five RIDES will only make stops at scheduled destinations. Any extra stops must be preauthorized and requested in advance through the Dispatch Office at 877-757-4337.
- Passengers are responsible for making any changes to their requested trip in advance. If the time or location of your appointment has changed, please call Dispatch as soon as possible. This also includes any other passengers/escorts who may be planning to ride with you.
- Passengers should respect the Volunteer Drivers' request concerning food or beverages in the vehicle.

- In case of emergency or poor weather conditions, rides may be cancelled last minute. Prairie Five RIDES staff and drivers will determine if weather conditions allow for safe travel. If an appointment cannot be rescheduled, it is the passenger's responsibility to prepare backup transportation. City buses will operate for as long as conditions allow. Prairie Five RIDES is concerned about the safety of our passengers and drivers. Closings will be announced on the following local radio stations: KDMA, KMHL, KARZ, KLQP, and KDIO. Closings will also be announced on Facebook.
- **Prairie Five RIDES Non-Cancellation Policy** applies to customers who cancel their ride at the door or do not show up for the ride. The Non-Cancellation Policy reads as follows: "Rides must be cancelled within three (3) hours of the scheduled pickup time by notifying Dispatch. Ten dollars (\$10) or mileage, whichever is greatest, will be charged at the current rate for any mileage incurred to reach a pickup that Cancels-At-Door or for a No Show. Rides scheduled for pickup between 6:00am and 9:00am must be cancelled by 5:00pm the business day prior to their scheduled pickup. Anyone owing a fee must pay before they may ride again."

Prairie Five RIDES Dispatch Office

Office hours are Monday through Friday 7:00am to 5:00pm. Please contact Dispatch to schedule your ride or for any questions regarding our service.

877-757-4337



Accessibility

All Prairie Five RIDES vans and buses are equipped with ramps or lifts for safe and easy accessibility for passengers using wheelchairs, walkers, scooters, etc.



“Drivers are all very competent, helpful, and friendly.”

“Prompt! Helpful! Kind! Dependable! The list goes on!”

“I enjoy this bus. It is reliable, on time, and drivers are very helpful and friendly!”

“I am very thankful for the service and the drivers.”

“Thank you for your great service. Truly a blessing for me and my daughter.”

“I love your bus service...We have the most polite and helpful driver.”

Twin Cities Transportation

Mondays, Wednesdays and Fridays:

- Knollwood Mall (drop off and pick up) —10:30 am
 - Minneapolis Airport (drop off only) —11:00 am
- (Times may vary)

Prairie Five RIDES offers rides to Twin Cities medical appointments Monday through Friday.

Holiday Service

Prairie Five RIDES will be closed for the following holidays: **New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.**

Limited hours will be available the Friday after Thanksgiving and Christmas Eve.

Prairie Five RIDES Regional Service Information

Prairie Five RIDES offers transportation to residents of Big Stone, Chipewa, Lac qui Parle, Swift, and Yellow Medicine counties and extends across the state of Minnesota and into eastern regions of North and South Dakota. Please schedule rides 24 hours in advance when possible by contacting the Dispatch Office at 877-757-4337.

Regional Service Hours and Fares
Monday through Friday
6:00am to 10:00pm

Roundtrip Fares:

- Adults: \$.40 per mile
- Youth/Child: \$.35 per mile
- Seniors (60 years & older): \$.25 per mile
- \$5.00 *minimum per trip*

One-way Fares:

- Adults: \$.60 per mile
- Youth/Child: \$.53 per mile
- Seniors (60 years & older): \$.38 per mile

Prairie Five RIDES City Bus Service Information

Prairie Five RIDES operates city bus service in seven cities in our five county region. The city bus is an on-demand service which operates on a first-come, first-serve basis. When possible, please call the Dispatch office in advance to schedule your ride, 877-757-4337.

Hours and Fares

Monday through Friday
7:00am to 5:00pm

(Last pickup is at 4:45pm)

- City Fare (one-way): \$1.50
- Youth Punch Card (20 Punches): \$16.00
- General Punch Card (16 Punches): \$16.00
- Senior Punch Card (16 Punches): \$10.00
- Unlimited Monthly Pass: \$27.00
- Kids Unlimited Summer Pass: \$37.00

Youth Unlimited School Year Passes

- 1 Child Family — \$160.00
- 2 Children Family — \$225.00
- 3 Children or More — \$305.00

To pay by credit, please contact Prairie Five RIDES Dispatch Office.

Punch cards and passes make an excellent gift!

Common routes across Minnesota and to eastern regions of North and South Dakota

