

## Final Information

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**CELL PHONES:** Cell phone use is permitted on the vehicle but, we ask that passengers be considerate of other riders. Loud talking that disturbs other passengers may result may result in the driver asking the passenger to refrain from using their cell phone.

**CLOSURE DUE TO WEATHER OR OTHER EMERGENCIES:** Hazen Busing makes every attempt to provide service during regular work hours. When extreme weather conditions make travel unsafe, we reserve the right to discontinue services until conditions improve. In case of severe weather, every effort will be made to get all passengers returned to their homes as quickly as possible. If you are a patient that needs to get to an appointment, we recognize that this may be a life sustaining necessity, and every reasonable effort will be made to ensure that you are able to receive your necessary treatment/care.

**REASONABLE MODIFICATIONS:** Hazen Busing will consider every request for reasonable accommodation from individuals with disabilities. Language assistance for persons with Limited English Proficiency (LEP) is available free of charge. To request a reasonable accommodation or language assistance contact the office at 701-748-2590, or our website at: hazennd.org, or in writing at: PO Box 717, Hazen ND 58545

**COMPLAINTS OR COMMENTS:** Hazen Busing encourages those with concerns or complaints to contact the program director. Please be prepared to be as specific as possible about the concern or event. We follow up on all complaints. You may call, 701-748-2550 or submit a complaint in writing to Hazen Busing, PO Box 717, Hazen ND 58545. All complaints or comments will be handled in a timely manner. Suggestions for improvements to our transit program are always appreciated. We encourage your comments, recommendations and compliments so we can pass the information on to our staff.

## Discrimination Statement

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No one shall be denied a ride based on race, color, or national origin. Persons with limited English proficiency may receive language assistance, free of charge, upon request. If you believe you have been discriminated against, please contact the agency director between 8:00 am and 5:00 pm CT, Monday through Friday at 701-748-2550 or by mail at PO Box 717, Hazen ND 58545.

### Hazen Busing/Public Transportation

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110 11th Ave NW  
PO Box 717  
Hazen ND 58545

Phone: 701-748-2590 (Office)  
Phone: 701-880-3167 (Driver)  
E-mail: hazenndbusing@westriv.com

# Hazen Busing/ Public Transportation

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*Making the ride enjoyable!!*

## General Information

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**HOURS OF OPERATION:** Office hours for the service are: 8:00 AM to 4:00 PM, Monday through Friday. We are closed on nationally recognized holidays.

**RIDE RESERVATIONS:** You are asked to schedule your ride in advance. Call the office, or driver, to reserve a ride. The driver will arrive at your specified pickup location at the agreed upon time and take you to your destination. Be ready to board the bus 10 minutes prior to your scheduled time. Using the transit system from a single location to another single location is a one-way ride. If you ride to a destination and require a ride home, or another location, it is a round-trip. When you schedule your ride tell the driver if you are planning multiple stops, so all your rides are accounted for in the schedule.

**FARES:** Bus fares are generally paid to the driver when you board the bus, unless prior arrangements have been made. For information contact the service at 701-748-2590 or 701-880-3167

**CANCELLATIONS:** Please contact the office, or driver, as soon as you become aware of the need to cancel your ride. If you do not cancel, you may be charged for the ride. Repeated “no shows” may result in a suspension of your riding privileges.

**REFUSAL OF SERVICE:** Drivers have the right to refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. If the driver believes a passenger poses a safety or health threat to themselves, or others, the driver may contact the office or law enforcement for assistance.

## Additional Information

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**MOBILITY DEVICES AND WHEELCHAIRS:** Our buses, and van, are accessible for people who use mobility devices. When you call to schedule a ride, please tell the office, or driver, if you use a mobility device such as a walker, manual or motorized wheelchair, scooter, etc., and if you will need a lift or ramp to enter the vehicle. All mobility devices will be secured in the vehicle by the driver. Drivers have received training in handling mobility devices and securing them properly.

**PASSENGER ASSISTANCE:** Hazen Busing provides door to door service for any passengers needing such assistance. Please let the office, or driver, know if you will require this assistance. Reasonable modifications may be made to accommodate individuals with special needs.

**WHAT IS ALLOWED ON THE VEHICLE?** For questions about what you can, or cannot, bring on the bus please talk to the office, or driver, prior to getting on the bus.

**SEAT BELTS:** All passengers are required to wear seat belts while riding in our vehicles.

### PROHIBITED BEHAVIOR:

No standing, remain seated when the vehicle is in motion

No Smoking

No fighting, throwing items, pushing, shouting, loud behavior, or vulgar language.

No firearms, weapons, gasoline or flammables or fireworks

No putting your feet on the seats

Shirts and shoes are required attire

No roller-skates or roller-blades can be worn on the vehicle

No bicycles are allowed on the vehicle

**FOOD & DRINK:** Food and beverages are not allowed on the vehicle.

## Additional Information

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**ESCORTS & PERSONAL ATTENDANTS:** Attendants traveling with passengers who are frail and require assistance, may travel at no charge. The attendant must get on and off the vehicle at the same locations as the passenger. When a ride is scheduled inform the office, or driver, that an attendant will be accompanying you.

**LOST & FOUND:** Check the area around you for personal items before exiting the vehicle. Hazen Busing is not responsible for items left on the vehicle. However, if you believe you have left something on the vehicle, contact the officer, or driver, and let them know which bus you were on and where you were seated.

**NON-SERVICE ANIMALS:** Pets are only allowed on the vehicle if prior arrangements have been made with the office. All pets must be in an approved pet carrier which must fit on your lap or the seat next to you. Pet carriers are not allowed in the aisle or wheel-chair lift area. You are solely responsible for loading and unloading the pet carrier.

**SERVICE ANIMALS:** Service animals are permitted to accompany individuals with disabilities in vehicles. The rider may be refused transportation services if the service animal is not under control of the person requiring assistance or if it is threatening to the safety of others.

**OXYGEN TANKS:** Oxygen tanks are permitted on the vehicle, but must be secured by the driver.

**CAR SEATS & STROLLERS:** You may bring a car seat for use by small children or infants. You must restrain the seat using the seat belts provided as the driver is not responsible for restraining the car seat. Children must be removed from strollers and the stroller must be able to be collapsed and fit between the seats of the vehicle or secured by the driver. Strollers may not be placed in the aisle or in the wheel-chair lift area.