



Fixed-Route Passenger Handbook

EFFECTIVE: October 2023

WHAT IS RAPIDRIDE?

RapidRide has been providing fixed-route public transportation services in Rapid City since 1992. Operating on six different fixed routes, RapidRide provides timely service to many convenient locations throughout Rapid City. RapidRide is not a demand-response service, taxi, school bus, or paratransit/curb-to-curb service.

WHO CAN RIDE RAPIDRIDE?

RapidRide is available and accessible to all members of our community without discrimination. There is no application process, scheduling, or notification of intention to ride required.

WHERE DOES RAPIDRIDE GO?

RapidRide operates within the City limits of Rapid City on fixed loops. The only available deviations are those that have been predetermined and listed on the route maps.

HOURS OF OPERATION

Monday – Friday

- Bus Hours | 6:20am – 5:50pm
- Office Hours | 7:00am – 5:30pm
- Depot Lobby Hours | 7:30am – 5:00pm

Saturday

- Bus Hours | 9:50am – 4:40pm

Sunday

- Not in operation

RTS is closed for the following holidays: New Year's Day, Good Friday, Memorial Day, Juneteenth (June 19th), Fourth of July, Labor Day, Native American Day, Veterans Day, Thanksgiving Day and the day after, and Christmas Day. Holiday closures are posted in buses and on Facebook 1-2 weeks in advance.

COST: FARES, TICKETS AND PASSES

RapidRide operates with a "No Fare, No Ride" policy. Riders are not permitted to ride free of charge regardless of the trip's purpose. Riders must provide their fare, ticket, or pass upon boarding. Riders cannot obtain these upon arrival at their destination. Fares are one-way and each trip/driver must be paid individually. A rider may not pay all their daily fares to their first driver.

Cash Fare Adult Riders - \$1.50 one way
Disabled Riders - \$0.75 one way
Elderly Riders* - \$0.75 one-way

10-Ride Tickets

Adult Rider Tickets - \$13.50
Disabled Rider Tickets - \$6.75
Elderly Rider Tickets* - \$6.75

Monthly Calendar Pass Unlimited rides for Adults, Elderly or Disabled Riders - \$30.00

Youth Riders Free

Transfers

1 free transfer with each fare

**Elders ride free on Fridays.*

PAYING FARES AND MAKING PURCHASES

Individual fares, tickets, and passes may be purchased directly from the bus driver with cash, check, or voucher. Drivers do not carry change and ID is required for check purchases. Riders may purchase tickets or passes at the Milo Barber Bus depot during lobby hours with cash, check, debit/credit card, or voucher. ID is required for check and card purchases.

RTS cannot process payments over the phone, via the Internet, or by postal mail. RTS cannot hold, mail, or deliver tickets or passes. Each sale is a direct exchange.

An ID is required to purchase and/or utilize the Elderly Rider Fare or Ticket. Acceptable IDs include any government-issued ID with a photo, name, and date of birth.

An ID may be required to purchase and/or utilize the Disabled Rider Fare or Ticket. The only acceptable IDs include a Medicare card, service-connected VA card, or ADA/DAR card.

10-Ride Tickets are perforated. Tickets and cash fares must be shown to the driver before placing in the vault. Tickets can be purchased at any time and do not expire. Monthly Calendar Passes are business card-sized and must be shown to the driver upon boarding. These are only valid in the calendar month and are not discounted if purchased part of the way through the month. Passes are available to purchase on the 20th of the month prior. Monthly passes are non-transferable and cannot be shared between riders. There are no refunds, exchanges, or replacements.

TRANSFERS

Riders may utilize 1 free transfer with each fare or ticket. Transfers only occur at the depot. Transfers are only valid for the next available lap and will be forfeited after any length of layover.

Riders are required to request a transfer upon boarding the bus to ensure the route will remain available to them upon return to the depot. Riders may not request transfers from dispatch staff.

PLANNING A TRIP

For a more successful trip, riders are encouraged to prepare ahead of time. Planning a trip can be done by reviewing physical brochures available at the depot, online brochures available on the RapidRide website, the physical bus stop signs, or by calling the dispatch office for guidance.

Each brochure includes all the necessary information for each lap of each route. Each route has two different laps that it alternates between throughout the day. Times tables correlate to the map directly below them. The top row of the times table indicates landmarks or intersections but does not include all stops. The far-left column indicates the time the bus will depart from the depot and the far-right column indicates the approximate time it will return to the depot. Each map includes arrows indicating direction as well as street names, schools, government buildings, hospitals, shopping centers, and other landmarks to help riders orient to the map. Riders can use the timetable and map together to navigate the system.

STEPS FOR A SUCCESSFUL TRIP

1. **Plan ahead** - Verify your route(s), stops, transfers, times, and fare needs.
2. **Go to bus the stop** - Riders are encouraged to go to their bus stop 5-10 minutes before the bus is expected. Riders are encouraged to dress appropriately for the weather and when visibility is poor, it is recommended that riders wear bright-colored or reflective clothing items.
3. **Flag the driver** - When the bus is observed, riders should stand, move towards (not past) the curb, and wave to indicate to the driver that they wish to board.
4. **Pay the fare** - Riders should have their fare, ticket, or pass prepared before they enter the bus. Passes must be shown to the driver before taking a seat. Tickets and cash fares must be shown to the driver before being placed in the vault.
5. **Request a transfer** - If a transfer is needed, riders are responsible for making that request to the driver upon boarding.
6. **Take a seat** - Find a seat and sit as quickly as possible. Seatbelts are available and strongly encouraged.
7. **Signal to request a stop** - It is the rider's responsibility to request a stop at the appropriate time and in the appropriate manner. Riders may not simply instruct the driver to their destination. Riders are to gently tug down on the yellow pull-cord 1-2 blocks before their desired stop. Riders can watch out the window, listen for the verbal stop announcements, or watch the scrolling head sign to verify when to request a stop.
8. **Exit safely** - Riders should remain seated until the bus has come to a complete stop. RTS strongly recommends riders to not walk in front of the bus, into traffic, or to cross the road. Unlike school buses, other drivers are permitted to pass a stopped fixed-route bus.

BOARDING AND EXITING THE BUS

Riders are only permitted to board and/or exit the bus at designated stops or the depot. Riders will not be dropped off in between stops and buses will not stop for a rider who is not currently at a designated stop.

There are hundreds of stops available in Rapid City. Some are accessed by only one route while others are accessed by multiple routes. Nearly all bus stops can be located by identifying the bus stop sign. Riders should be aware that not all bus stops include the same equipment. Some stops house a shelter while others include a bench or sign alone.

Riders are not permitted to loiter, smoke/vape, or litter at bus stops as these are communal spaces for all riders to use

SEATING

All RapidRide buses are equipped to safely accommodate riders utilizing wheelchairs for mobility. These seat space types are the only "reserved" seating on the bus. Riders may sit in these spaces with the understanding they may be asked to move if a rider utilizing a wheelchair boards the bus.

In most situations, riders may select their seat and/or choose to sit alone. In the event of a full bus, riders may not occupy additional and unnecessary seats. There may be rare occasions where no seating is available. For these times, riders are permitted to stand during transport. It is highly recommended that only riders who can reach the handrails, maintain their balance, and stand for the entire duration of the lap do so. Standing riders are not permitted to stand on the ramp or beyond the yellow driver's line.

SEAT BELTS

Seat belts are available and riders are encouraged to use them. Drivers are available to assist if needed.

ACCESSIBILITY

All buses are equipped with ramps, lifts, or the ability to kneel. This allows those with mobility devices or those who may find steps difficult to have equal access to public transportation. Each bus is prepared to secure and transport those using manual wheelchairs, electric wheelchairs, or mobility scooters. Other types of mobility devices are welcome and accommodated including, but not limited to, walkers, canes, and crutches.

Stop announcements on the bus are provided both visually and verbally. Alternate formats of RapidRide materials and documents are available upon request.

YOUTH RIDERS

Riders aged 5 and under must be accompanied by an adult. While riders age 6 and older may ride alone, RTS recommends that youth riders continue to be accompanied by mature riders until they feel comfortable and can safely navigate the system. Staff can aid a youth rider, but they are expected to independently manage their travels. RapidRide is not a school bus and youth riders are subject to the same rules as adult riders.

RTS has procedures in place in the event of a lost or missing child that quickly, effectively, and safely engages the entire division. RTS always recommends guardians contact the RCPD in these situations.

RTS Staff are trained by the Bussing On The Lookout (BOTL) program which is an affiliate of Truckers Against Trafficking.

YOUTH RIDE FREE PROGRAM

Any rider aged 0-18 is eligible to ride RapidRide free of charge without day, time, or location restrictions. Youth age 19+ and still enrolled in high school are also eligible. Registration is required for safety purposes. Registration forms can be found and submitted on the RTS website, in person at the depot or they can be requested by phone.

The Rapid Transit System does not provide physical passes to youth riders. High school-age youth are strongly encouraged to always have an ID to prove their eligibility. Acceptable IDs are current-year school IDs or government-issued IDs with name, date of birth, and photo. A clear photo on a cell phone is acceptable for youth riders.

PERSONAL BELONGINGS

Riders must be able to board the bus, independently, with all their items in one trip. Riders cannot get on and off the bus multiple times to load/unload their belongings. The number of personal items is limited to what can fit on the rider's lap, under a seat, or attached to a mobility device. Drivers are not responsible for personal belongings and will not carry, load, unload, or hold personal items. No rider may bring any item on the bus that has been deemed unsafe.

RapidRide is not responsible for items left on the bus. In the event an item has been forgotten on a bus, riders may contact the dispatch office to inquire. If the item has been located, riders may pick it up from the Milo Barber Bus Depot during regular lobby hours. Riders will be required to positively identify the item before it is returned. RTS does not hold onto lost and found items indefinitely

BIKES

RapidRide buses are equipped with bike racks that can hold two adult-sized bicycles. It is the rider's responsibility to load, lock, and unload bikes. If a rider has a non-traditionally sized bike that does not fit on the rack or the rack is full, bikes may be allowed on the bus as space allows. Riders are required to sit with their bike and maintain complete control over it during transport.

CAR SEATS & STROLLERS

Small children may travel on the bus in car seats which can be secured with seat lap belts. Strollers are permitted on the bus with some restrictions. Children may not ride in umbrella-style strollers. They must be removed from these and the stroller folded up and stored for transport. Children may ride in non-umbrella-style strollers; however, the child must be buckled into the stroller. Children are not permitted to share a stroller seat or buckle.

PET POLICY

Pets, comfort animals, and emotional support animals are permitted in the Milo Barber Bus Depot, on RapidRide Buses, and at bus stops with restrictions. Pets must be accompanied by and under the complete control of a mature rider. Pets must be appropriately restrained which includes short leashes or standard, locked, carriers that prevent escape. Pet-owning riders must abide by the personal belongings policy when boarding, riding, and exiting the bus with their pet. Pets may only ride on a rider's lap or the floor without obstructing aisles or rider seating. Pets may not affect the comfort or convenience of others and may not create any health or safety hazards. Pet-owning riders are fully responsible for the behavior of their pet. Pet owners are required to utilize the pet waste area if the occasion arises and are responsible for cleaning up after their pets. Failure to abide by any of these policies may result in suspension of service for the owner and/or pet. It is recommended that any pet utilizing a Rapid Transit Service or facility be fully vaccinated and in good health.

SERVICE ANIMALS

Service animals are exempt from some aspects of the pet policy.

FOOD AND BEVERAGES

Passengers are not permitted to eat or drink while on the bus. Any food or drink that is brought onto the bus must be in a sealed, leak-proof container. A bag of recently purchased and unopened groceries is acceptable.

TOBACCO, SMOKING AND VAPING

Tobacco use, smoking, and vaping are strictly prohibited on the City of Rapid City property or within 30 feet of any entrance. This policy includes buses and bus stops.

DEVIATIONS AND STOP CLOSURES

Deviations are alterations to the fixed-route path. The only deviations that occur are pre-determined, construction-related, or emergencies. Individual requests for personal deviations will not be accommodated. Pre-determined deviations are indicated on the route maps. Some are scheduled and only occur at certain times while others are "upon request". If a rider would like to request a deviation they may do so directly to the driver while on the bus or by calling the dispatch office at the beginning of the lap if they are already at the location.

RapidRide will not stop in construction zones and may be forced to deviate around construction causing missed stops. In these situations, RTS makes every attempt to post notices at bus stops alerting riders to the closure and guiding them to the next available stop.

In an emergent event such as an accident or poor road conditions, RapidRide may not be able to access all stops, and notices at the stops may not be feasible. Riders are encouraged to call the dispatch office if there are any concerns relating to their bus stop.

DISCONTINUING SERVICE

Rapid Transit will make every effort to provide service whenever scheduled. When extreme weather conditions cause unsafe travel, RTS reserves the right to discontinue RapidRide services until conditions are favorable. RTS may close for full days, observe a late start, implement an early closure, temporarily halt services midday, or bypass unsafe roadways.

Information on weather-related service changes may be obtained by calling the dispatch office and checking RTS and City of Rapid City websites or Facebook pages. Information on service changes will also be distributed via KOTA TV and KOTA Radio -1380 AM/100.7 FM.

GUIDANCE AND SUPPORT

It is very common for new and experienced riders to have questions. RTS has many avenues to get answers.

- Riders can review the written guidance provided including this handbook, the website, or brochures.
- Drivers can answer quick or simple questions regarding RapidRide. However, their main priority when driving is safety, which means they may not be available to have in-depth discussions.
- The dispatch staff are available in the depot Monday – Friday from 7:30am-5:00pm and by phone Monday – Friday from 7:00am-5:30pm to provide more guidance.
- If a rider requires more advance assistance, scheduling a Travel Training session is advised. See the Travel Training section of this handbook for more information.

TRAVEL TRAINING

Riders can request a free travel training session at any time. These can take the form of a generalized educational session, trip planning, and/or rider-specific guidance. Travel Training can be scheduled to take place in person at the depot, by phone, or via Zoom. For more information or to schedule, contact the Operations Coordinator.

BEHAVIOR EXPECTATIONS

RapidRide is committed to providing safe and reliable transportation. Customers have the right to be treated fairly and considerately. In return, riders are expected to act courteously and respectfully towards each other, the drivers, and other RTS staff.

Any rider who conducts themselves in a manner that is discourteous, disrespectful, inappropriate, or otherwise unacceptable toward dispatchers, drivers, management staff, and/or other riders risks a suspension from RapidRide services for 1-90 days. This includes riders who choose to not abide by RapidRide policies or create unnecessary delays in service after adequate warning, explanation, and support.

SPECIAL ACCOMMODATIONS

Any special accommodation questions or requests can be made directly to the Operations Coordinator.

CONTACT INFORMATION:

Milo Barber Bus Depot 333 6th Street Rapid City, SD 57701

Dispatch Office and General Information: 605-394-6631 ext. 0

Division Manager: 605-394-6631 ext. 1

Operations Coordinator: 605-394-6631 ext. 2

www.rapidride.org www.rcgov.org