



# Passenger HANDBOOK

Managed by ROCS Transit

[www.eastdakotatransit.com](http://www.eastdakotatransit.com)

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# WELCOME TO EAST DAKOTA TRANSIT

East Dakota Transit is proudly managed by ROCS Transit. At ROCS Transit, we provide **affordable, accessible transportation** that keeps our communities moving - from doctor visits and work commutes to daily errands and essential services. But our impact goes beyond getting from point A to point B.

As a program of ROCS, our work is rooted in a larger mission: **to create pathways out of poverty by providing comprehensive support, amplifying voices through advocacy, and promoting opportunities that lead to lasting transformation.** Every ride connects individuals to the resources, relationships, and opportunities that build stronger, more resilient communities.

## Intent of Passenger Handbook

Rural Office of Community Services, Inc. is pleased to serve the counties of: Aurora, Bon Homme, Brule, Charles Mix, Davison, Douglas, Gregory, Hanson, Hutchinson, Jerauld, Kingsbury, Lake, Lincoln, Lyman, McCook, Miner, Minnehaha, Moody, Sanborn, Tripp, Turner, and Union, SD.

Our passengers are the most important part of our transit program, and keeping them safe is our number one priority. This handbook provides a reference pertaining to passenger responsibilities for our demand response service. These policies serve as a guide in making decisions that affect passenger responsibility and safety.

All policies will be enforced in a consistent, fair manner. If you feel you have been treated unfairly, an appeals process and telephone comment numbers are included in this booklet.

## Disclaimer

No one shall be denied a ride based on race, color, national origin, religion, sex, disability, political affiliation, or belief in any other consideration prohibited by law. Any person who believes that he or she has been discriminated against in the transit system should contact the ROCS EEO Officer during the hours of 8:00 am to 4:30 pm at (605) 384-3883 or by mail at PO Box 547, Wagner, SD 57380.

# SERVICE HOURS

Monday - Friday  
8:00AM - 4:00PM

Holidays on which services may be limited or unavailable include:

New Years Day	Independence Day	Thanksgiving Day
Martin Luther King Day	Labor Day	Black Friday
Presidents Day	Native American Day	*Day after Thanksgiving
Memorial Day	Veterans Day	Christmas Day

Service hours, fares, and holiday schedules are subject to change.

# TRANSIT FARE RATES

Fare structures are subject to change as necessary and due to location.

## Pre-Scheduled Fares

\$3.00 per one-way ride  
\$6.00 per round trip  
Each additional stop is +\$3.00

## Same-Day Fares

\$6.00 per one-way ride  
\$12.00 per round trip  
Each additional stop is +\$6.00

Payment is required at the time of services.

## Senior Fares (age 60+)

\$3.00 standard contribution for pre-scheduled in-town rides.  
Each Additional Stop is a Fare Charge of \$3.00 per stop.  
\$6.00 per stop for Same-Day ride services.

East Dakota Transit is a Medicaid Provider.

# SCHEDULING RIDES

**Rides must be scheduled by calling at least 24 hours before your ride is needed.** When scheduling your ride please provide the driver with your first and last name, your appointment time, number of passengers, your destination, and if you will require a wheelchair-accessible vehicle.

## To Schedule a Ride

Rides can be scheduled during  
Transit Dispatch Hours:

**Monday - Friday, 8:00 AM - 4:30 PM**

**(605) 256-5810** or **[eastdakotatransit@rocsinc.org](mailto:eastdakotatransit@rocsinc.org)**

***Please provide 24 hours notice for rides!***

*If you need to make changes to an existing ride that day and it is after dispatcher hours, you must contact your driver.*

Please do not schedule your rides for more than 30 days in advance. Passengers who require a regular ride (work, therapy, school, etc.) may create a standing reservation. It is the rider's responsibility to notify the driver of changes or cancellations to a standing schedule.

**Please Note: If you need to schedule a ride or change an existing ride, you must contact the dispatcher/driver.**



# PAYMENT FOR SERVICES

Effective June 1, 2025, ROCS Transit will no longer be invoicing for payment of fares or services. **All Fares will be required to be paid at the time of services with cash or check.** Ride Passes are available for purchase. *Ride passes are non-refundable* and can be purchased for \$60.00 for 20 rides at \$3.00 a ride.



Please contact your local transit location for more information.

Drivers will not carry change; correct change will need to be used.

If you are not able to pay for your ride at the time of service, you will need to speak to Andrea Irwin or Stacy Strickler ahead of the scheduled ride to see if payment arrangements can be made. If a payment arrangement is made and we do not receive payment, future rides will be suspended until payment is received, and payment will then need to be made at the time of any future services.

Per ROCS Transit policy, all rides are to be scheduled at least one day in advance; this is considered a pre-scheduled ride. For all rides in-town and out-of-town, please contact your local transit for pricing.

**Please remember that schedules fill up fast, so contact your local dispatcher early to schedule your ride.**

# ROCS TRANSIT DIRECTORY

For more details and contact information, visit [www.rocsinc.org/transit](http://www.rocsinc.org/transit).

Beresford-Alcester Transit <i>Serves Lincoln &amp; Union Co.</i>	(605) 366-7360
Brule-Lyman Co. Transit <i>Serves Brule, Buffalo, &amp; Lyman Co.</i>	(605) 730-1436
Canton Transit <i>Serves Lincoln Co.</i>	(605) 201-0286
Gregory Co. Transit <i>Serves Gregory Co.</i>	(605) 830-7216
Hartford Area Transit <i>Serves Crooks, Harrisburg, Hartford, &amp; Minnehaha Co.</i>	(605) 906-1483
Kingsbury Co. Transit <i>Serves Brookings, DeSmet, Hamlin &amp; Kingsbury Co.</i>	(605) 830-1676
Miner Co. Transit <i>Serves Howard, Madison, &amp; Salem.</i>	(605) 480-4194 / (605) 481-0842
Moody Co. Transit <i>Serves Flandreau.</i>	(605) 834-1499
Parker Transit	(605) 360-4974
Parkston Transit	(605) 481-8829
Union Co. Transit <i>Serves Elk Point, North Sioux City &amp; South Sioux City.</i>	(605) 481-0017
Viborg-Centerville Transit <i>Serves Clay, Turner, &amp; Yankton Co.</i>	(605) 366-7361
Wagner Transit <i>Serves BonHomme, Charles Mix, Douglas, &amp; Hutchinson Co.</i>	(605) 481-0842 / 0019
Wessington Springs & Aurora Co. Transit	(605) 770-6026 / (605) 539-1945
Winner Transit	(605) 342-5633

## Transit Systems Managed by ROCS Transit

Brandon City Transit <i>*In-Town Services Only Brandon, SD</i>	(605) 582-3553 <a href="http://www.cityofbrandon.org/transit">www.cityofbrandon.org/transit</a>
<b>East Dakota Transit</b> <i>*In-Town Services Only Madison, SD</i>	<b>(605) 256-5810</b> <a href="mailto:eastdakotatransit@rocsinc.org">eastdakotatransit@rocsinc.org</a> <a href="http://www.eastdakotatransit.com">www.eastdakotatransit.com</a>

# REFUSAL OF SERVICE

Transit services reserve the right to refuse service to any passenger who:

- is intoxicated, belligerent and/or aggressive towards drivers or other passengers.
- poses a safety or health threat to themselves or others.
- has unreasonable personal hygiene, open wounds, or highly contagious diseases.
- is transporting pets without a designated carrier, other than service animals. **Transportation of pets must be declared to the driver at the time the ride is scheduled.**

# PICK-UP OR ARRIVAL TIMES

## 20 Minute Window

Transits make every effort to arrive as close to the scheduled pick-up time as possible. Due to the high demand for services, arrival times could vary. A 20-minute window has been established for everyone's benefit. If the bus arrives early, please be waiting and ready to leave so the transit service can stay on schedule for all of our passengers.

All passengers should anticipate arrival up to 10 minutes before or 10 minutes after their scheduled pickup time. *For example, if you schedule a 9:00 a.m. pickup, the bus may arrive as early as 8:50 a.m. or as late as 9:10 a.m. Be prepared to leave at any time within this 20-minute window and schedule your rides accordingly. If you've waited more than 10 minutes after your scheduled pick-up time, please contact the dispatcher/driver to inquire.*

## 5 Minute Rule

Drivers will wait 5 minutes after arriving at a pickup location before leaving and listing the passenger as a "no-show."

If you anticipate being late for your scheduled ride, please call dispatch to see if we can accommodate you at a later time.

***We have this 5-minute rule to keep our buses on schedule and to get our riders to their destinations on time.***

# RETURN TRIPS

Passengers are required to schedule a return trip pick-up time for transportation. A scheduled pick-up requires the passenger to be ready at the set time.

If you have scheduled a trip to a medical appointment, you may schedule a 'will call' for your return trip. 'Will call' rides require the passenger to call the driver for their return ride. We make every effort to pick up our 'will call' passengers in a timely manner. If a bus does not arrive after 15 minutes, please call the driver for information on that ride.

Passengers are transported to the destination as scheduled with the driver. Drivers will not make any unscheduled stops.

# CANCELLING RIDES

**Passengers who are cancelling their ride should call in at least an hour prior to their scheduled pickup time.** If failure to cancel occurs prior to schedule service time. The following rates will be applied.

- **Out-of-Town ride will be charged \$0.80 a mile to and from your location back to our facility.**
- **In-Town rides will be charged same-day fare rates.**

All fares need to be paid prior to or at the time of your next scheduled ride. If a rider has three consecutive No-show's, ROCS reserves the right to take the following action:

- Refuse future rides until all outstanding fares are paid.
- Remove the rider from the schedule if they are in a standing reservation.
- Suspend the rider from service until fees are paid.



# CURB-TO-CURB SERVICE

ROCS Transit and East Dakota Transit provide curb-to-curb service. However, ROCS will follow guidelines to meet ADA requirements for riders needing assistance.

- **Reasonable Accommodations** will be made to assist passengers with specific needs on a case-by-case basis.
- **Private homes:** Our drivers are instructed not to enter past the first door of a private home.
- **Businesses / Medical Facilities / Public Buildings:** When picking up passengers from a business/medical facility/public building, drivers may go to the lobby area. Drivers will not go past the lobby to drop off or pick up passengers. Drivers must be able to maintain “*line of sight*” with the bus.
- **Apartment Buildings:** Drivers’ schedules do not permit them to enter a building to look for passengers who have scheduled a ride.

# LIFT CAPABILITY & SERVICES



Transit vehicles are equipped with lifts and are available for anyone's use. An occupied wheelchair cannot exceed 30 X 51 inches and cannot weigh more than a combined weight of 500 pounds. Transportation cannot provide services for passengers and/or wheelchairs that do not meet these criteria.

Training on how to board and disembark a vehicle with a mobility device will be provided on an as-needed basis. Please call dispatch to schedule training prior to your ride.

The bus and all equipment are to be operated by trained staff only. For safety reasons, passengers or escorts are NOT ALLOWED to assist with operating lift procedures or any other operating functions of the transit vehicles.

# GUESTS AND ESCORTS

An escort is a person who is directly involved in assisting the passenger and may ride with for a suggested donation of \$2.00. Any person other than an (1) escort who is riding with the passenger is considered a guest and will be required to pay the regular fare. Escorts are mandatory for out-of-town transportation for anyone requiring assistance with mobility, medication, meals, same-day medical procedures, or other personal or medical needs. This includes, but is not limited to, nursing homes and assisted living residents.

The escort must be picked up from the same location as the passenger and returned to the same location as the passenger.

Our drivers are unable to assist passengers with transfers, stairs, etc. Because of this, we encourage passengers who need assistance to use an escort.

# VEHICLE BACKING POLICY

Transit drivers have been instructed to avoid backing up transit vehicles. Drivers will not pull in residential driveways or put themselves in a position that requires backing up.

# ITEMS LEFT ON BUS

Walkers and oxygen tanks must be secured properly before the driver is allowed to dispatch the vehicle. If needed, ask the driver for assistance.

When planning your trip, keep the following in mind:

- Transit drivers will assist with up to 5 packages per person.
- The packages cannot take up more than one seat in the vehicle.
- *We do not transport furniture or large items.*
- All articles brought onto the vehicle must be stowed properly.

**ROCS Transit is not responsible for lost or stolen items!**

# SEATBELT & RIDING POLICY

Passengers must wait for the bus to come to a complete stop before leaving their seats.

Passengers must remain seated at all times while the bus is in motion and be prepared for sudden stops.

**For passenger safety, all passengers are required to wear seat belts.**

# FOOD AND DRINKS

There is **NO eating allowed** on transit vehicles. Drinks can be transported but must remain closed with a tightly secured lid.

There is **NO SMOKING, DRINKING OF ALCOHOL, VAPING, MARIJUANA, OR E-CIGARETTES** allowed on transit vehicles.

# MEDICAID RECIPIENTS

ROCS Transit is a Medicaid provider. We will need to verify that travel expenses are covered. If there has been a change in your Medicaid coverage, it is your responsibility to notify the driver. All transportation services that are not covered by Medicaid becomes the responsibility of the passenger and/or facilities responsibility to pay.

# MEDICAL EMERGENCIES

**ROCS Transit is not an emergency medical / ambulance service.**

*[If you require emergency medical attention, please call 911.](#)*

If a medical emergency occurs while the driver is transporting a passenger, the driver will call 911 so medical personnel may be notified.

If you have a medical condition that we should be aware of, please let the driver know prior to scheduling services.

# TRANSPORTATION FOR AGES 0-18

- **Children under 3 must be accompanied by an adult.**
- No child will be transported unless an **Emergency Contact Form** is completed. This applies to all children riding the bus, regardless of the number of times a child will be riding.



- **All Children are required to wear a seatbelt.**
- It is your responsibility to contact us regarding changes in your child's schedule. For safety reasons, we cannot take information regarding transportation changes from your child or daycare.
- Have children ready to go for morning preschool pickups to ensure all children make it to school in a timely fashion. Buses will arrive at the schools at dismissal time and depart seven minutes later.
- A wave or some other type of acknowledgment from your daycare provider, babysitter, or from a parent, indicating someone is present, is needed and appreciated for your child's safety.
- Negative behavior issues, including bullying, will not be tolerated. A child's bus ride should be a positive experience. Drivers have a great responsibility, and behavioral issues jeopardize everyone's safety.
- Routes are determined based on the quickest route for all children - there are no guarantees on pick-up or drop-off times.
- Please contact EDT dispatcher, driver, or ROCS office if your child has not reached their destination within 45 minutes of pickup time.

# WEATHER

## Weather-Related Access to Private Homes

For your safety and the safety of our transit staff, it is your responsibility to ensure sidewalks and driveways are accessible.

## Weather-Related Cancellations or Suspensions

Transit staff will make every effort to provide service whenever scheduled. In the event that extreme weather conditions exist, making travel unsafe, the transit system reserves the right to suspend service until conditions are favorable. If service is temporarily suspended, all rides, regardless of trip purposes will be cancelled.

## Winter Riding Tips

- Keep abreast of weather conditions, which may affect services.
- If streets are icy, allow additional travel time.
- Avoid delay by having the correct fare and being on time.
- Prior to entering the bus, clean footwear of snow and slush so it doesn't gather on the steps or on the floor of the bus, potentially posing a hazard.
- Watch your step at all times, wear your seat belt, and wear appropriate winter clothing.
- Assess your needs to travel and call to reschedule as needed.

## Severe Weather Guidelines

Severe weather may affect transit service. The buses will run slower to be safe in adverse weather. The following service changes may occur at any time hazardous road conditions exist.

- Timed pick-up intervals may increase
- Non-essential trips may not be provided
- Bus service may not be provided on less-traveled or unplowed streets.
- Alley travel will only be allowed when absolutely necessary for pickup. NO backing up. Drivers will determine if have safe clearance of overhead electrical lines, tree branches & proper snow removal.
- In cases of severe weather changes, passengers on buses will be taken home immediately or to the nearest shelter, as deemed necessary

## Proper & Adequate Clothing

Passengers and care providers are responsible for ensuring that passengers are dressed properly for their ride. Drivers will not assist passengers with their clothing. Winter attire should include proper coats, hats, gloves, and footwear.

# DONATIONS

**ROCS Transit is a non-profit organization**, and relies on community support to keep our wheels turning. Your donations - whether through direct gifts, memorials, or planned giving - help us continue providing essential transit services to those who need them most. Every contribution makes a difference and is deeply appreciated. **Donations can be made by mail, in person, over the phone, or online at [www.rocsinc.org/impact](http://www.rocsinc.org/impact).**

# APPEALS PROCESS

If you think that you have been discriminated against by the transit service, a written appeals process can be initiated by writing to:

Rural Office of Community Services, Inc.  
PO Box 547  
107 S Main St.  
Wagner, SD 57380

Appeals may also be presented in person at the above address. Please call the office in advance if special accommodations or requirements will be needed. The ROCS EEO can answer questions concerning the appeals process at 605-384-3883. ROCS is committed to providing non-discriminatory service.

# GENERAL COMPLAINTS

General Complaints will be thoroughly investigated and addressed by contacting:

ROCS Transit Director  
Andrea Irwin  
(605) 481-0019 | [airwin@rocsinc.org](mailto:airwin@rocsinc.org)

ROCS CEO  
Angela Waldner  
605-384-3883 | [awaldner@rocsinc.org](mailto:awaldner@rocsinc.org)

**ROCS is an equal opportunity provider and employer.**





# RURAL OFFICE OF COMMUNITY SERVICES

 (605) 384-3883  
Mon - Fri, 8a - 4:30p

 [www.rocsinc.org](http://www.rocsinc.org)

 PO Box 547, Wagner, SD 57380

ROCS CEO  
[awaldner@rocsinc.org](mailto:awaldner@rocsinc.org)

Transit Director  
[airwin@rocsinc.org](mailto:airwin@rocsinc.org)

Transit Coordinator  
[sstrickler@rocsinc.org](mailto:sstrickler@rocsinc.org)

*Our mission is to create pathways out of poverty by providing comprehensive support, amplifying voices through advocacy, and promoting opportunities that lead to lasting transformation.*

