



Fremont Transit Program

Passenger Handbook

Effective October 1, 2024

Revised

FREMONT

Here We Go

402-459-2845

5.13.2025

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About the Program

The Fremont Transit Program is a demand-response (non-fixed route) transit service provided by the City of Fremont and through grant funding received by Section 5311, Rural Public Transportation State and Federal funds. FTP is transportation for all, regardless of age, sex, disability, race, ethnicity.

Each van in the FTP fleet is wheelchair accessible. FTP drivers receive specialized training in assisting older adults and/or passengers with disabilities to ensure safe transportation. Riders are required to review the FTP Passenger Handbook and return a signed waiver to our team.

Contact Us

Monday - Friday
8:30am - 4:00pm
400 E Military Ave, 2nd Floor
402-459-2845



Holiday Closures

2024

Monday, November 11.....	Veterans Day
Thursday, November 28.....	Thanksgiving Day
Friday, November 29.....	Thanksgiving Day (observed)
Tuesday, December 24.....	Christmas Eve
Wednesday, December 25.....	Christmas Day

2025

Wednesday, January 1.....	New Years Day
Monday, May 26.....	Memorial Day
Friday, July 4.....	Independence Day
Monday, September 1.....	Labor Day
Tuesday, November 11.....	Veterans Day
Thursday, November 27.....	Thanksgiving Day
Friday, November 28.....	Thanksgiving Day (observed)
Wednesday, December 24.....	Christmas Eve
Thursday, December 25.....	Christmas Day

Fees and Passes

Passenger Fees

All passengers shall be charged per ride traveled in this program. For the safety of our staff and passengers, the Fremont Transit Program has an exact change policy and drivers are unable to provide change.

- Ride requests received with a 48-hour or more notice are \$2.00 per one-way ride
- Subject to availability, same day rides (less than 48-hour notice) are \$5.00 per one-way ride
- Personal attendants ride free with passenger (see page 10)
- Recurring rides are also available
- Rides can be scheduled up to 6 months in advance

Ride Passes

FTP Ride Passes can be purchased by cash or check at the following locations:

- Municipal Building
400 E Military Ave 2nd Floor

Cost Burden

If ride costs are a financial burden please reach out to the following agencies to discuss possible assistance:

- United Way: 402-721-4157
- Three Rivers Public Health: 402-727-5396

Hours of Operation

FTP provides transit service during the following days/times:

- Monday - Friday
- 8:30am - 4:00pm

FTP Coverage Area

The FTP transports within the City of Fremont plus a 2-mile radius outside of city limits.



All area included in the above map is eligible for FTP rides. If you have questions about location eligibility for rides, give our team a call at 402-459-2845, we'll be happy to assist you.

Scheduling a Ride

- Rides can be booked for a \$2 fee per trip, per person by calling the office at least 48 business hours in advance (business hours exclude weekends, holidays)
- Rides scheduled with less than 48-hour notice are subject to available space and are \$5 per trip, per person

Riders must contact the FTP office at 402-459-2845 with the following information to schedule a ride:

- Passenger name
- Address of pick up
- Phone number
- Destination name and address
- Appointment time/pick up/return time
- Emergency contact day of ride

Download the App

Customers may also use the “CTS Rider Portal” App to request a ride. App instructions can be found on our website.



App



Instructions

Passengers must be ready 15 minutes prior to their scheduled pick up time.

- Drivers are not allowed to book rides
- FTP cannot guarantee rides and recommends riders have a backup plan in the event of emergencies including, but not limited to: van maintenance, weather, traffic delays, driver availability, etc.
- Reasonable modifications/accommodations will be made to ensure accessibility to individuals with disabilities. A Reasonable Modification complaint form and process information are available in FTP vans, found on our website at fremontne.gov or by contacting the Fremont Transit Program Coordinator at 402-459-2845.
- Riders must be returned to the address provided to the Transit Coordinator at the time reservation was made.

The Transit Coordination office will complete intake and provide Fremont Transit Program drivers with their schedules for the following day by 4:30pm each day (subject to same day ride adjustments).

Riding with Us

Door to Door Assistance



- FTP will not provide wheelchairs, walkers or any other mobility devices
- FTP will provide door-to-door assistance to passengers as needed. If needed, drivers will assist passengers from their door into the vehicle and to the door of their destination
- Wheelchair assistance will be given only if such passenger resides on the ground floor or has elevator access in their building
- Drivers are not permitted to lift passengers in or out of the vehicle or in and out of a wheelchair; if this type of assist is needed, a personal attendant may ride along at no additional cost (see page 9)
- Drivers shall not enter the home to assist passengers for any reason

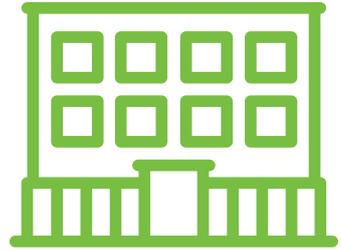
Return Pick Up

All FTP return pick up times may be subject to rescheduling.

- Driver will plan to pick passenger up at their scheduled return time
- Driver will wait up to 5 minutes past the scheduled return time before notifying the passenger of their need to contact their back up transportation
- The driver will notify the FTP office if they are unable to reach the passenger
- The FTP office shall contact passengers when they will be late for their scheduled pickup time

Public Buildings

- Drivers may assist passengers into and from the inside door. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers will not assist passengers further into the building.
- When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will not go past this point.
- It is the individual's personal care attendant's responsibility to ensure that passengers are waiting inside the door for their ride.
- Drivers will not enter nursing homes, medical facilities, shopping centers or businesses to locate passengers. Passengers must be waiting at the designated pickup point at least 15 minutes before their scheduled pick-up time or the no-show policy will apply



Passenger Readiness

Passengers should be prepared for transit vehicles to arrive 15 minutes before or after your scheduled pick-up time. Schedule rides accordingly to arrive at your destination for appointments.



When checking in for appointments, FTP recommends letting your destination know you are using the Fremont Transit Program.

No Shows

No shows occur when a passenger does not keep their scheduled ride and fails to notify the Fremont Transit Program.



Upon arrival, the driver shall wait five (5) minutes for the passenger. After five (5) minutes, the ride will be marked as a No Show.

Upon three (3) No Shows the following shall take place:

First Offense: a verbal warning will be given to the passenger and documentation of verbal warning will also be sent to the passenger

Second Offense: a letter will be sent to the passenger and rides will be discontinued for one week

Third Offense: a second and final letter will be sent to the passenger and rides will be cancelled indefinitely

Cancellations

- Passengers must contact the office to cancel a ride
- Rides must be cancelled within four (4) hours of scheduled pickup time or passenger will be considered a No Show
- If the cancellation policy is violated three (3) times you may be removed from the program
 - EXCEPTION: Emergency situations which prevent a call to the office*
- Cancellations can be made by contacting the office between 8:30 a.m. and 4:00 p.m., Monday-Friday. Messages can also be left at the office regarding a cancellation
- Passengers should not attempt to contact the driver for cancellations or any other reason

Age Limits



Ages of minors must be provided when scheduling trips.

- Children age 16 and older may use the Fremont Transit Program unaccompanied by a parent or guardian
- Children age 15 and younger must be accompanied by a parent or guardian
- Children ages 15 and under will be transported only to the destination scheduled by the parent or guardian - Children are not allowed to schedule or change scheduled rides
- The FTP does not provide car safety seats or booster seats. The parent or guardian is responsible for providing, securing and removing safety and/or booster seats into the van

The Fremont Transit Program Passenger Handbook and rules apply to all riders of all ages.

Child Safety Seats



All passengers, including children, must be properly restrained according to the policies established by the National Highway Traffic Safety Administration, including:

- All children up to age eight (8) must ride correctly secured in a federally-approved child safety seat
- Children ride rear facing until age two (2) or until they reach the upper weight or height limit allowed by the car seat's manufacturer
- All children who have outgrown child safety seats should be properly restrained in booster seats until they are at least eight (8) years old
- If the child is 4 feet 9 inches before their eighth birthday they may use an adult safety belt
- All children twelve (12) and under must sit in the rear seat away from the force of a deploying air bag
- The Fremont Transit Program will not provide safety or booster seats and is not responsible for restraining safety or booster seats

Personal Attendants

Personal attendants are those who are directly involved in the mobility assistance of the passenger riding with the program and will be allowed to ride free of charge while accompanying them.



A personal attendant will be permitted to ride with a passenger if any of the following conditions are present:

- Immobility
- Disorientation
- Non-Comprehension
- Communication impairment

A personal attendant will also be permitted if assistance is needed with:

- Getting the passenger from door to the vehicle and back
- Opening doors
- Pushing wheelchair to and from the vehicle
- Transferring from mobility device to a seat
- Carrying large number of and/or heavy packages
- Communicating with the driver if passenger is unable

Any other person riding with a passenger will be considered a guest and will be required to pay full fare.

Reasonable modifications/accommodations shall be made to ensure accessibility to individuals with disabilities. A Reasonable Modification complaint process and form are available at: fremontne.gov or by calling the Fremont Transit Program Coordinator at 402-459-2845.

The Fremont Transit Program does not provide wheelchairs or walkers.

Personal Items

The Fremont Transit Program nor the City of Fremont will be responsible for any personal items left on FTP vehicles.

Passengers must be responsible for all items brought onto the vehicle; no items shall be left behind between appointments.



Weather Closure

In cases of closure due to inclement weather, the Fremont Transit Program will call passengers scheduled for that day informing them of the program closure.

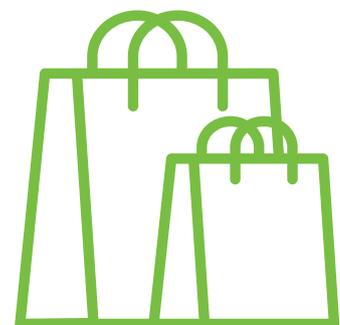
Riders are responsible for snow removal so their driveways / sidewalks are accessible to the transit vehicles. Impassable or obstructed walkways may result in ride cancellation.



Carry-On Packages

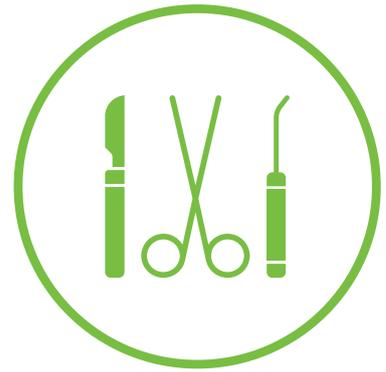
Passengers shall limit their carry-on packages to not more than the equivalent of five brown paper grocery sacks or ten plastic bags per passenger. If a passenger is unable to load and unload their packages a personal attendant may ride along at no additional cost.

An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or tank holder on the wheelchair.



Post-Surgery Transportation

Transportation will only be provided to individuals who have been under anesthesia (including “twilight” sleep) when a personal attendant is available to ride with them. There will be no additional charge for the personal attendant.



Service Animals

The Fremont Transit Program allows service animals to accompany passengers as per the Americans with Disabilities Act (ADA) of 1990. ADA’s revised regulations define a “service animal” as a dog that is individually trained to do work or perform tasks for a passenger with a disability.



The task(s) performed by the service animal must be directly related to the passenger’s disability. Under the ADA, “comfort,” “therapy” or “emotional support animals” do not meet the definition of a service animal.

Animals other than service animals as described above are allowed to ride the transit vehicle only in a secured pet travel carrier.

Reasonable modifications/accommodations shall be made to ensure accessibility to individuals with disabilities.

For more information about service animals visit www.ADA.gov

Passenger Safety & Security

It is required that all passengers wear an approved safety device while riding with the Fremont Transit Program.

- Any passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift
- Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers
- State laws apply toward child passengers and parents / guardians will be responsible for securing safety seats into the van. Drivers are not allowed to do so
- Passengers shall at no time exit the vehicle until they have arrived at their destination and vehicle has come to a complete stop
- Drivers may not enter a passenger's home for any reason
- Passengers must wear seatbelts while riding in a Fremont Transit Program van
- Passengers utilizing mobility devices will be required to have their mobility device properly secured for their safety during transit. The driver will make every reasonable effort to secure the mobility device. However, if the driver is unable to properly secure the mobility device for any reason, the passenger will still be permitted to ride. In the event the driver cannot secure the mobility device, the driver will contact the FTP office to determine the next course of action, which may include dispatching another van or requiring the passenger to utilize their backup ride

Right to Refuse

The City of Fremont and Fremont Transit Program reserve the right to refuse service to any passenger for reasons include, but not limited to: intoxicated, disruptive, smoking on the van (to include E-Cigarettes), belligerent/rude, poses a safety or health threat to themselves or others or displays an unwillingness to follow policies/procedures of the program.



First Offense:

A verbal warning will be given to the passenger and documentation of verbal warning will also be sent to the passenger

Second Offense:

A letter will be sent and rides discontinued for one week

Third Offense:

A second and final letter will be sent and rides will be cancelled indefinitely

This program also reserves the right to terminate services immediately.

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General Passenger Rules



The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior.

- Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops.
- No roller skates, roller blades, ice skates etc. will be worn on the van.
- All passengers are to be clothed and wearing some form of protective footwear.
- Riders shall not walk along the side, directly in front of or behind the van for any reason and will stay out of the traveled roadway at all times.
- All passengers will remain seated while the vehicle is in motion and for the duration of their ride.
- Riders shall be considerate of others at all times. Improper or disruptive behavior will not be tolerated, including threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other such behavior.
- Devices such as radios or I-Pods can only be used with headphones.
- Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle.
- Riders shall keep hand(s), head or any other body part inside the van and within their seated area at all times.
- Riders shall obey the driver willingly and report any problems to the van driver or dispatcher promptly.
- Riders shall assist in keeping the transit vehicle clean by using sanitary practices.
- Eating or drinking beverages in the vehicle is not permitted.
- Use of tobacco products / e-cigarettes is strictly prohibited.
- Any type of flammable material is not permitted on the vehicle.
- Any items that the driver assumes may be explosive or any type of weapon is not permitted on the vehicle.

Notice of NonDiscrimination and Compliant Procedure

The Fremont Transit Program complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws. Fremont Transit Program serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds.



The Fremont Transit Program shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the Fremont Transit Program solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Title VI complaints of alleged discrimination and inquiries regarding the nondiscrimination policies of the Fremont Transit Program may be directed to the FTP Manager. Complaint forms are available on FTP vans, the FTP office and at www.fremontne.gov

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Filing a Grievance/Complaint

As a recipient of State and Federal funds administered by the Nebraska Department of Roads, the Fremont Transit Program hereby attests that it will abide by the eligibility guidelines and service priorities as stipulated by all applicable laws, rules and regulations. The process for submitting a Title VI complaint is outlined in the Nondiscrimination section of this handbook.

For all other complaints, contact the Transit Coordinator for additional information and a copy of the complaint form at 402-459-2845. Information is also available on FTP vans and fremontne.gov.

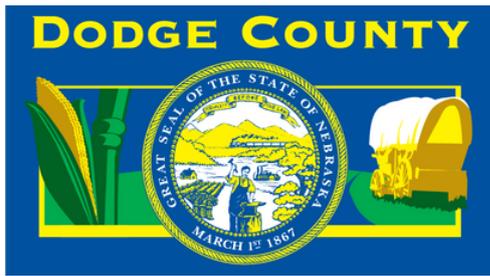
Upon receipt of the complaint, the FTP representative will request written detail of the complaint or take an oral statement from the complainant. The complaint should include all details regarding the situation including date, time, driver, problem, etc. All complaints or statements should be signed or, if by telephone, the actual complainant should be the individual calling.

Complaints received by telephone will be investigated and resolved prior to ending the call. A written response will not be required if complainant is satisfied with the resolution. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than 10 days after receipt of the complaint.

A copy of the complaint and action taken will be forwarded to the Nebraska Department of Roads, Transit Section, and a copy will be kept on file at the Fremont Transit Program office.

Thank
you!

The Fremont Transit Program
is made possible through
partnerships with the
following organizations:



Visit our website:

fremontne.gov/984/Fremont-Transit-Program



402-459-2845