



# Rider Handbook

Updated: June 2026

## Welcome

**Rolling Hills Transit provides safe, reliable, and accessible transportation services. This handbook outlines policies and expectations to ensure a safe and positive experience for all riders.**

### Scheduling Your Ride

- Rides must be scheduled in advance
- Next-day service may be available depending on capacity
- Be ready at your scheduled time
- Shared rides may include multiple stops

### Pick-Up Guidelines

- Be ready at least 10 minutes early
- Drivers will wait a limited time
- Missed pick-ups may be considered a no-show

### Cancellations & No-Shows

- Cancel as early as possible
- Frequent no-shows may result in service restrictions

### Curb-to-Curb Service

- First-floor business or public building
- Drivers do not enter private residences
- Drivers do not provide personal care, childcare, or medical services – except in emergencies

### Fares

- Payment is due at time of service
- Please have exact fare ready
- ALL fares are one-way

Destination	Fare Amount
In town	\$2.00
Senior dining	\$1.00
Out of town, within 8 miles	\$4.00
Out of town, beyond 8 miles	\$6.00
Out of town, over 30 miles	\$12.00

### Rider Responsibilities

- Treat others with respect
- Follow driver instructions
- Be prepared for pick-up conditions

### Safety

- Seatbelts are required
- Remain seated while vehicle is moving
- Keep aisles clear

### Accessibility

- ADA-compliant service
- Wheelchair securement provided
- Assistance with boarding available
- Personal care attendant may be required (No Fare)

### ADA Reasonable Modification

Riders may request reasonable modifications due to a disability. Requests may be made through dispatch or the Transportation Director.

Requests may be denied only if they:

- Pose a safety risk
- Fundamentally alter the nature of service

### Conduct

- No smoking, alcohol, or drugs
- No disruptive behavior
- Use headphones for audio
- No weapons or unauthorized items

### Lost & Found

Report lost items promptly. Items are not guaranteed to be recovered.



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## Operations & Hours

Dispatch Center Hours 6:30am – 5:00pm | (800) 528-7622

Community	Service	Hours of Service
Byron	Monday – Friday	7:00am – 5:00pm
Caledonia	Monday – Friday	7:00am – 5:00pm
Dodge Center	Monday – Friday	7:00am – 5:00pm
Dover   Eyota	Monday – Friday	7:00am – 5:00pm
Kasson   Mantorville	Monday – Friday	7:00am – 5:00pm
Stewartville	Monday – Friday	7:00am – 5:00pm
St Charles	Monday – Friday	7:00am – 5:00pm
Chatfield/Harmony	Monday – Friday	7:00am – 4:00pm
Rushford	Monday – Friday	7:00am – 4:00pm
Lewiston	Monday – Friday	7:30am – 3:30pm
Spring Valley	Monday – Friday	7:30am – 3:30pm

### **Service unavailable on the following holidays:**

- New Year’s Day (observed)
- Spring Holiday (Friday before Easter)
- Memorial Day
- Juneteenth
- Independence Day (observed)
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve (observed)
- Christmas Day (observed)

### **Contact Information**

SEMCAC Transportation Center  
 Rolling Hills Transit  
 400 Commerce Dr SE  
 Kasson, MN 55944  
 E-mail: [rhtbus@semcac.org](mailto:rhtbus@semcac.org)  
 Phone (800) 528-7622

### **Non-discrimination**

In accordance with Title VI of the Civil Rights Act Rolling Hills Transit will not discriminate against any individual, regardless of race, color or national origin.

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with Semcac. A complaint must be filed 180 days after the date of the alleged discrimination. You may file a complaint with Semcac and/or Minnesota Department of Transportation through U.S. Mail to the address’s listed.

Director of Transportation  
 Semcac Transportation – Rolling Hills Transit  
 400 Commerce DR. SE  
 Kasson, MN 55944

Title VI Specialist  
 Office of Civil Rights, Mail Stop 170  
 395 John Ireland BLVD.  
 St. Paul, MN 55155-1899

**Complete copies of all policies are available upon request at the Transportation Center.**