

## Hours of Operation

### DISPATCH CENTER

Monday - Friday: 7:00 a.m. - 5:00 p.m.

### CLOSED on the following holidays:

New Year's Day • Memorial Day  
Independence Day • Labor Day  
Indigenous People Day  
Thanksgiving Day  
Friday after Thanksgiving  
Christmas Eve Day • Christmas Day

### BUS OPERATION

Monday - Friday

#### - Douglas County:

in city limits -- 6:00 a.m.

outside of city limits -- 7:00 a.m.

and both operate until 6:00 p.m.

(rides must be scheduled before  
5:00 p.m.)

(Saturdays, Alexandria city limits  
only) from 7:00 a.m. to 5:00 p.m.

(rides must be scheduled by 5:00  
p.m. on Thursday)

#### - Pope County:

7:00 a.m. to 5:00 p.m.

#### - Stevens County:

7:00 a.m. to 5:00 p.m.

#### - Grant County

7:00 a.m. to 4:00 p.m.

#### - Todd County

7:00 - 4:00 p.m.

#### - Traverse County

7:30 a.m. to 4:00 p.m.

Rides are scheduled based on  
availability.

Rainbow Rider

Main Office

249 Poplar Avenue

Lowry, MN 56349

Phone: 1.800.450.7770

Fax: 320.283.5066

[rainbowriderbus.com](http://rainbowriderbus.com)

*Rainbow Rider Transit Board  
operates its programs without  
regard to race, color and national  
origin in accordance with Title VI of  
the Civil Rights Act.*



**Rainbow Rider** is the  
public transit system  
serving the West Central  
Minnesota counties of

Douglas, Grant,  
Pope, Stevens,  
Todd & Traverse

with ADA compliant  
wheelchair accessible  
buses.

If we are unable to accommodate you  
on a bus, ask us about our  
**Volunteer Driver Program!**

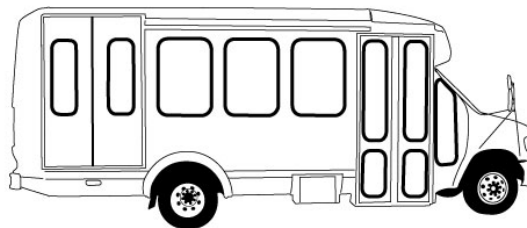
*We are dedicated to the  
highest quality of  
customer service  
delivered with a sense of  
warmth, friendliness,  
individual pride,  
and company spirit.*

## Passenger Rules & Expectations

1. Behavior: Any passenger who is verbally and/or physically abusive to other passengers or to the driver, may be subject to suspension of services
2. Schedule your ride a day or more in advance.
3. Buckle up! If passenger safety belts are provided, their use is mandatory per Minnesota statute 169.686.
4. Fare collection: Passengers are required to pay their fare upon boarding the bus. We do not provide change. We do not accept fare for round trips.
5. Lost articles: Rainbow Rider is not responsible for lost or stolen property.
6. Tobacco use: All busses are tobacco-free. Smoking, e-cigs, and chewing are not permitted.
7. Beverages: Open alcoholic beverages are not permitted on the bus. Any persons intoxicated or under the influence of alcohol and/or drugs may not be permitted to ride the bus.
8. Cancelling ride: If you no longer need the ride you scheduled, please call us and let us know.
9. Illegal activity: Any person found in possession of illegal drugs/substances will be immediately reported to law enforcement.
10. ADA service animals: are allowed to board the vehicle, but must be under the control of the passenger.

## Helpful Information

- We provide door-to-door service, which includes offering assistance to any passenger between the exterior door and the bus. If more assistance is needed, an aide or escort should travel with or meet the passenger at the drop-off location.
  - “Door” is defined as the exterior door of the passenger’s pick up and drop off location, including the door leading to a lobby.
- Drivers’ will wait 3 minutes after the requested pick-up time for the passenger to board the bus. Anyone who doesn’t come out before the 3 minutes is up, will be marked as a “no-show” and return trip will be cancelled.
  - No-show is when someone doesn’t get on for their scheduled ride or cancels late (within an hour of scheduled ride). After so many repeated no-shows, the passenger will be suspended per our policy.
- Buses may be up to 10 minutes early or late from your scheduled pick-up time.



## Additional Information

### Fares and Fare Collection:

Please see our website for current rates!

- Children under three (3) are free (must be accompanied by adult)
- Children 3 – 11 pay full fare when traveling alone and half fare when traveling with an adult

Passenger fare must be exact and may be paid with:

- Coins (we do not provide change)
- Cash (we do not provide change)
- Checks
- Monthly Passes (available in only certain towns)
- Tickets

Visit our website for info about where to purchase tickets and monthly passes:

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

Do you know of anyone you feel would make a great driver? Please have them call us at 1-800-450-7770!

Rainbow Rider is an Equal Opportunity Employer!