



## **Public Transportation**

# **RIDER INFORMATION HANDBOOK**

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## WHO CAN RIDE THE BUS?

Service is available to the general public. We are committed to offering courteous, safe, and reliable service for all of our riders, without regard for race, gender, age, religion or disability.

## SERVICE AREA

Pick up and drop off advanced reservation service is available within all parts of Cheyenne County, KS. The service does not prohibit travel outside of Cheyenne County. Currently, the service cannot leave the state of Kansas. Trips must originate in County County.

## DAYS AND TIMES OF OPERATION

Cheyenne County's Public Transportation Service operates a demand response service from 8:00 a.m. to 5:00 p.m., Monday thru Friday. The transportation service will observe the same holiday schedule as the Cheyenne County Courthouse. In the event the court house is closed due to inclement weather, the Public Transportation Service will also be closed.

## FARES

Transportation provided within Cheyenne County exclusively is free of charge; however, donations are accepted to help with the operating costs of providing this service and may be presented to the driver at the time of service or to the Transportation Coordinator at any time.

Fares are charged for any transportation outside of Cheyenne County and expected at the time of service. Exact cash and checks are accepted as change is not carried by drivers. A \$40 fee will be charged for all returned checks. Fares paid by our riders cover only a portion of actual costs of transportation. One personal aide per passenger may ride free to assist the passenger in boarding or exiting the vehicle, and while on the vehicle.

Currently, no travel outside of the state of Kansas is possible due to state program restrictions.

Inside the county limits of Cheyenne County, KS	<b>Donation only</b>
Travel to adjacent county (in Kansas only): Sherman or Rawlins	<b>\$25.00 (round trip) per person</b>
Travel other regional locations within Kansas. Current maximum distance is 200 miles one way.	<b>\$0.30 per mile – roundtrip mileage calculated</b>

## HOW DO I GET A RIDE?

Appointments for rides are taken Monday thru Friday from 8:00 a.m. to 5:00 p.m. by calling 785-772-1053. Rides for specific timeframes are not guaranteed. We schedule vehicles and drivers today to meet the demand for rides tomorrow. To assure a ride, it is advisable to book your trip as far ahead as possible up to two weeks in advance. All requests should schedule at least 24 hours in advance. Rides are not guaranteed until confirmed by the scheduler.

For situations when you need a return ride in Cheyenne County but you can't be sure of the time the ride will be needed (such as for doctor's appointments), we will schedule you for a "will call" ride. You call the scheduler when you are ready to be picked up. All call-ins must be

received by the office no later than 5:00 p.m. Out of County return rides not made on the same day are considered an additional trip and must be advanced scheduled.

### **PICKUP TIMES/WAIT POLICY**

When scheduling a ride, the scheduler will give the rider a pick-up window. This time is usually about fifteen to thirty minutes prior to the riders scheduled appointment time. The driver may arrive anytime during this pick-up window. Riders should be ready for pickup 10 minutes prior to the scheduled arrival window of the bus. Upon arrival, the driver will wait for FIVE minutes.

The driver will attempt to notify the rider that he/she is there. The driver will honk to alert the rider that the bus has arrived. If we cannot make contact with the rider we will assume that the rider is not taking the ride and you will be considered a no show for that ride. If the rider has any additional rides scheduled for that day he/she must contact the scheduler if you intend to take those other rides.

### **SEAT BELTS**

All riders are required to wear seat belts (unless they have a doctor's release for medical reasons.) For exceptions, drivers will need the release form when the passenger is boarding the bus, if the rider does not have the release form and refuses to buckle up, they will be asked to leave the bus. If needed, the driver will assist the clients with the fastening of belts. Any rider who has a motorized chair/scooter must use the slowest speed setting when entering and exiting the ramp/lift.

### **CAN CHILDREN RIDE THE BUS?**

Children twelve years old or under must be accompanied by an adult. Children ages 13 to 17 require a note from a parent authorizing the child to ride the vehicle without an adult. The note may be on file with the office (confirmed) or provided at the time of boarding. Cheyenne County Kansas Public Transportation Service will follow the child passenger safety act KSA8-1343 when transporting children. The child must be secured with an appropriate child seat. The parent or guardian will properly fasten such devices using the vehicle seatbelts. Drivers should check to ensure the seat is properly secured before operating the vehicle. IF it is an agency owned seat the driver will install the seat.

### **WILL YOU CARRY ANIMALS?**

**Service animals** will be transported with their owners without restriction or extra cost. Further, service animals must be supervised and the owner/handler must retain full control of the animal at all times. Owners/handlers are responsible for cleanup of any waste or litter caused by the service animal and is liable for any damages the animals cause. Pets that are not service animals are not allowed onboard.

### **TRANSPORTING MEDICAL EQUIPMENT**

Passengers traveling with respirators, portable oxygen and other life support equipment must follow safety procedures that ensure protection of all passengers and transit employees. The portable oxygen tank may not exceed 15 lbs. in total weight, 29 inches in height, and 4 inches in diameter. A driver will inspect any portable oxygen tank. Defective leaking or otherwise unsafe or unfit tanks will not be allowed on the vehicle. Portable oxygen tanks must be turned off when

not in use. Drivers will secure oxygen tanks in an upright position using a securement belt or system approved cargo belt. Oxygen tanks may be secured in an unoccupied area away from the side wall of the bus, to an isle side seat back or other areas designed by management. Passengers who wear or carry portable oxygen tanks must wear the seat belt provided. ATA personnel may not administer or assist with the administration of any medication. Any passenger requiring assistance while on the vehicle should travel with the assistance of a PCA.

## **PERSONAL CARE ATTENDANTS (PCA)**

A personal care attendant is someone designated or employed specifically to assist the rider with daily life functions on a “regular” basis and may provide assistance during the ride or at the destination. One attendant per rider will be permitted to ride the bus without charge.

## **WHEELCHAIR / MOTORIZED CART PROCEDURES**

Wheelchair accessibility is mandated by the Americans with Disabilities Act. Any vehicle in the public transportation fleet will be equipped to transport at a minimum one wheelchair. They may have full lift systems or ADA compliant ramps based on vehicle type.

Drivers will assist customers on approved wheelchair ramps or lifts. Drivers are not required to assist passengers in wheelchairs up or down stairs. The maximum capacity of any one rider and or wheelchair on the bus lifts is 650 pounds. Riders using the lift may be asked to sign a waiver assuring that he/she and or his/her wheelchair can safely use the lift in compliance with the weight restriction.

Riders using scooter type vehicles may be asked to transfer to regular seating for their safety. However, passengers with scooters cannot be required to transfer, nor is Cheyenne County Public Transportation Service required to transport scooters not meeting the size and weight limitations of a “standard wheelchair” as defined by ADA regulations.

## **BAGS/LUGGAGE/SHOPPING**

When necessary, driver will assist with packages to and from the vehicle, but not past the door of destination. The driver will not assist with packages greater than 15 pounds. Passengers may bring grocery and personal items purchased at stores on the van / vehicle, but limited to what the passenger can carry to the dwelling in one trip. No furniture or appliances. Passengers are responsible for all personal belongings.

## **PERSONAL ASSISTANCE TO RIDERS**

Due to scheduling demands, drivers must limit their personal assistance to riders. Drivers assist riders with only those activities directly related to boarding or exiting the vehicle. Drivers may not enter a rider’s home for any reason. Drivers will be responsible for passengers entering and exiting the bus safely.

Only drivers will operate the power lifts provided with vehicles. While operating the lift, drivers may not at the same time be riding the lift.

Drivers are not permitted to lift individuals required or wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such riders will be asked to provide their own personal care attendant to assist in their transfer.

Cheyenne County Public Transportation Service reserves the right to refuse to transport any rider whose driveway, sidewalk, or any other access is icy, snowy, or in other condition that impedes the driver from safely boarding or alighting the rider. Seat belts must be worn at all times when riding the bus.

### **CONDUCT, HYGIENE AND PROHIBITED BEHAVIORS**

If at any time the driver judges that he/she is in an unsafe situation, the driver, with consent of the Transportation Coordinator, will have the right to exercise judgment and stop the vehicle and ask passenger to get off the vehicle or call authorities if needed.

Inappropriate conduct, including behaviors which present a danger to other passengers will not be tolerated. These include, but are not limited to: intoxication, fighting, arguing, and threatening the driver or fellow passengers, use of foul or derogatory language and sexual harassment.

Anyone's behavior that poses a safety hazard to him/her or others caused by misplaced bodily fluids will be denied bus service. At the driver's discretion, with consent of the Transportation Coordinator, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle. No alcoholic beverages may be consumed on the bus.

Passengers who are habitually incontinent or have offensively poor personal hygiene can be denied vehicle services.

**ABSOLUTELY NO TOBACCO USAGE, OPEN ALCOHOLIC BEVERAGE CONTAINERS, AND HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE ALLOWED ON THE BUS.** If a passenger is found to have aforementioned item, they will be asked to vacate the bus immediately and will not be allowed to ride any more that day. If a person refuses to vacate the bus when requested to do so by the driver for any of the above listed reasons, the police will be called to escort him/her off the bus.

Upon receipt of the complaint filed in writing, the passenger will:

1. Receive a written summary of the allegation with a warning of more serious restrictions if there is another incident.
2. Be restricted from riding the Public Transportation van/vehicle for a period of one week to one month
3. Be restricted from riding the Public Transportation van/vehicle permanently.

### **INCLEMENT WEATHER POLICY**

If the Transportation Coordinator determines the weather is so severe it is unsafe to operate, then the operations will cease for the time/day in question. The Agency also has the right to refuse service to riders in the case road conditions are such that it could cause harm to the transportation vehicles.

### **FOOD AND DRINKS ON THE BUS**

Food and drinks will be allowed on the buses in closed containers (cans must be closed) or containers with secure lids. No open alcoholic beverage container will be allowed on the vehicle. It will be the driver's discretion whether the food or drink will be retained by the passenger. The driver has the right to secure the drink in the front of the bus for the duration of the trip if he/she

so chooses. Disputes with passengers regarding drinks on the bus should be written up on an Incident Report and submitted to the supervisor.

### **NO SHOW AND CANCELLATION POLICY**

The definition of a no-show is: A rider who as a scheduled trip and does not appear at the designated pick-up point and time, does not cancel the trip in advance, or refuses to take the scheduled trip.

**Penalty:** Three or more no-shows and the rider will be suspended from service for thirty days. A letter of warning will be sent after the second no show. A rider may appeal a suspension through the grievance procedure process. Rides will continue during the appeal process. A no-show or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.

Any rider who demonstrates a pattern or practice of no-shows will be suspended from service. "A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incident." Rosemary G Mathias et al., "Practices in No-Show and Late Cancellation Policies for ADA Paratransit: A Synthesis of Transit Practice," TCRP Synthesis 60 6, (2005).

In order to provide the greatest service to all passengers, cancellation notice should be made no less than two hour prior to the scheduled pick-up time. Cancellations made less than two hour prior to the scheduled pick-up time will be considered a late cancellation. This policy applies to all scheduled trips including subscription trips.

A late cancellation is considered a no- show. Even when a trip is cancelled a day in advance or at least one hour before the established pick-up window, a pattern of excessive cancellations causes the Transportation Service not to be available at the time other customers desire service. The policy is as follows: Riders canceling 50% or more of their trips scheduled with a minimum of six (6) cancellations within a Ninety (90) Day period, maybe subject to a 30-day suspension from service.

### **PASSENGER COMPLIANTS / GRIEVANCE PROCEDURE**

An External Agency Incident Report form will be provided to the passenger upon request. The party having a grievance with the service will state in writing the nature of the grievance to the Transportation Coordinator. Should an agreement not be reached, the party may appeal to the County Board of Commission.

### **MEDICAL EMERGENCY**

Cheyenne County Public Transportation is not designed for emergency medical situations. Transportation will not be provided in these instances. Persons having a medical emergency will be instructed to call 911 so an ambulance can transport them. The transportation fleet and resources may be requested by Emergency Management for evacuation or other emergency situations in times of local, regional, state or national emergencies.

### **CHEYENNE COUNTY SAFETY POLICY STATEMENT**

The safety of our system in of paramount concern. Our goal is to provide transit for our patrons, the general public and employees with the highest degree of safety that is practical. As a result,

all personnel are charged with the responsibility of insuring the safety of passengers, employees, property, and those who come in contact with the system.

The Transportation Coordinator is authorized and directed to develop, implement, and administer a comprehensive and coordinated Safety Program to prevent, control, and resolve unsafe conditions, which may occur. This authority includes the right to stop any operation, which the Transportation Coordinator feels is not safe.



