

**It is understood that FIT passengers  
ride at their own risk. No liabilities  
will be accepted.**

**Effective April, 2009**

**www.seniorcenterfc.com/  
transportation.html  
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620-272-3626  
Garden City, KS 67846  
1008 N. 11th Street  
FIT  
Finney County Transit**

## **Ridership Policies And Guidelines**

# **City Link**

**1. Scope of Service:** Bus Service is available at designated bus stops. Please check your bus stop schedule or call the Finney County Transit office for service hours for the route(s) you plan to ride. We recommend all passengers carry a picture ID.

**2. Children** 10 and under must be accompanied by a person 16 or older. Children 11 to 16 must present picture ID to driver on boarding to ride alone.

**3. Hours/Days of Operation:** Hours Monday thru Friday (except Holidays) from 6am-7 pm.

**4. Fares:** General Public (under age 60) \$1.00, Senior/Disabled with pre-certified Half Fare Card \$.50. Fares will be deposited in fare box or collected by driver prior to departure. Pay in cash or present a City Link punch card or Monthly Pass purchased in advance at the Finney County Transit Center or by mailing a check or money order to Finney County Transit, 1008 N. 11<sup>th</sup> St., Garden City, KS 67846. General Public Monthly Pass with unlimited rides on all City Link fixed route buses \$30.00. Senior/Disabled Half Fare Monthly Pass with unlimited rides on all City Link fixed route buses with pre-certified Half Fare Card \$15.00. Photo ID is required with Half Fare Card and Monthly Passes. Punch cards are non-refundable and provide fares in the form of punches up to the value of the card. It is not discounted, but can be used in lieu of cash. Checks are not accepted on fixed route system. Monthly Passes are non-refundable and non-transferable. Children 5 and under ride free with paying person.

**5. Transfer tickets:** are available from drivers to allow transfer to another route to reach your destination for one fare. Transfer is free, but must be used within one hour of issuance. It may not be used as a return ticket on the route from which issued.

**6. Pickup times/wait policy:** Stand at the curb ready to board the bus upon arrival. It is suggested passengers arrive at designated bus stops 10 minutes prior to scheduled stop time. If no passengers are at a bus stop and no passenger pulls stop cord the bus will proceed to the next bus stop without stopping. Passengers pull the stop cord to notify driver of desire to de-board. Passengers are allowed to de-board along the route or to another stop on another route if driver deems safe to do so and drivers feels time allows. Passengers are allowed to hail a bus en-route by standing on the right side of street on the curb and raising their hand to flag the bus down. Buses will only stop where drivers deem safe to do so. Buses will not stop in unsafe locations such as four lane streets, roads, highways, intersections, etc.

**7. Delays:** Due to circumstances beyond our control (ie. weather, RR crossings, traffic, etc.), it is not always possible for buses to run exactly on schedule. It is important for you to allow extra time to ensure your scheduling needs can be met.

**8. Personal Assistance to Riders:** Due to scheduling demands, drivers must limit personal assistance to passengers to assist disabled passengers with activities directly related to boarding and debarking the bus. One Personal Care Attendant (PCA) may travel at no cost with a passenger whose need is so noted on their Special Accommodations Form. Only drivers will operate wheelchair lift/restraint system equipment.

**9. Wheelchair Procedures:** Passengers will provide their own wheelchairs for transport. Drivers will not assist passengers in wheelchairs up or down steps. Drivers are not permitted to assist individuals in transferring from a wheelchair to regular vehicle seating. Such riders must provide their own PCA to assist in their transfer. Drivers are not permitted to handle passengers whose weight exceeds 300 lbs. continued...

**9. continued:** These passengers are responsible for a PCA to push and maneuver the wheelchair onto the bus, assist with securing wheelchair and in pushing wheelchair out of and away from the bus.

**10. Conduct, Hygiene and Prohibited Behaviors:** If at any time the driver feels they are in an unsafe situation the driver will have the right to exercise judgment and stop the vehicle and ask passenger to get off vehicle or call authorities if needed. Elderly and disabled riders will be given preference for seats upon bus becoming full. Drivers are permitted to assist in fastening/ unfastening seat belts/shoulder restraints if requested by passenger. **NO OPEN CONTAINERS ARE ALLOWED ON THE BUS.** Inappropriate conduct will not be tolerated. These include, but not limited to: intoxication, fighting, arguing, threatening the driver or fellow passengers, use of foul or derogatory language and sexual harassment. Individuals who are habitually incontinent, or have offensively poor personal hygiene will be referred to social services to assess their needs. If the passenger refuses to comply with the referral they will be denied future rides except for medical purposes as allowed by the driver. **NO TOBACCO usage of any kind is allowed on the bus. NO WEAPONS OR AMMUNITION ARE ALLOWED ON THE BUS. NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. IS 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 anymore 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 them off the bus. A Second offense will result in a 30 day Suspension, continued....

**10. continued** Third offense is a 60 day Suspension and a Fourth offense is an indefinite Suspension pending demonstration that the problem behavior can and will be changed with a minimum of 90 days Suspension from bus service.

**11. Pets/Service Animals:** No animals other than service animals (i.e.: seeing eye dogs, etc.) are allowed on the buses for any reason.

**12. Bad Weather Policy:** In the event of inclement weather listen to your radio. If USD 457 Schools or the Senior Center of Finney County close down the bus service also closes down. Additionally if the management of Finney County Transit feels the weather is so severe it is unsafe to operate, then operations will cease for the day in question. KILL radio station will be notified to announce these weather related closings. Drivers have the right to exercise judgment as to whether he/she can safely drive on a particular roadway, driveway or highway. In the event of high wind warnings our high profile vehicles are not allowed to travel outside the city limits.

**13. Limitations:** Drivers are not permitted to transport furniture or appliances for passengers. Fixed Route passengers are responsible for carrying on and removal of all personal belongings.

**14. Emergencies:** The City Link is not designed for emergency situations and transportation will not be provided in these instances. Persons having an emergency will be instructed to call 911 so an ambulance can transport them.

**15. Ejections:** Anyone who does not adhere to these guidelines can and will be evicted from using buses.

**16. Grievance Procedures:** This grievance procedure has been developed to assure passengers of fair and equitable access to FIT Bus Service. In the event of suspension information will be sent outlining the appeals process with the suspension letter. When a consumer has any problem, the following procedure should be followed to resolve the conflict: Each passenger is expected to communicate in writing directly to the Transportation Director or their designee regarding ride-related actions, occurrences or attitudes perceived as unfair or inequitable. A passenger who believes he/she has suffered a grievance should communicate the matter with the Transportation Director or their designee within five working days of the occurrence of the alleged grievance in an attempt to arrive at a satisfactory solution. The Transportation Director or their designee will have five working days to respond, making every effort to resolve the grievance at this level. If a resolution is not reached, the grievance must be described in writing and submitted to the FIT Committee within 30 days for their review.

**17. Appeals:** If the customer wishes to appeal the decision of the FIT Committee a written appeal must be submitted to the Finney County Committee Aging, Inc. within 30 days. The board of directors will review the evidence presented by the party bringing the grievance and by the Transportation Director at their next regularly scheduled meeting and will provide a decision in writing within 30 days including specific reason for decision to all parties involved. If no decision is made within the 30 days, provisional services will be provided until a decision is reached. Board of directors' decision is final.

FIT ADHERES TO THE KDOT EQUAL OPPORTUNITY AND CIVIL RIGHTS POLICY. A COPY CAN BE OBTAINED AT THE OFFICE.