



Demand Response

Ridership Policies And Guidelines

***Finney County Transit
FIT***

***1008 N. 11th Street
Garden City, KS 67846
620-272-3626
FAX-620-271-6191***

**It is understood that FIT
passengers ride at their own
risk.**

**No liabilities will be
accepted.**

Effective May, 2009

Approved by FIT Committee
05.11.2009 and
Finney County Committee on
Aging, Inc.
05.12.2009

1. Eligibility: Service is available to the elderly, disabled and general public in Finney County at least 3/4 mile beyond City link fixed route area and outside Garden City's city limits. 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.

2. Hours/Days of Operation: Hours are Monday through Friday (except Holidays) from 6:00 am-7:00 pm with the last call for return being 6:30 pm. Passengers outside Garden City city limits must call early enough to allow drivers to return to the FIT Center by 7:00 p.m. Passengers are asked to call by 7:00p.m. the last work day before to schedule rides.

3. Cost: Fare is per person per one-way trip. Outside of city limits within 5 miles driving distance of city limits-\$2.00; within 10 miles-\$3.00; within 15 miles-\$4.00; within 20 miles-\$5.00 within 25miles-\$6.00.Add \$1.00 for each additional 5 miles driving distance from edge of city limits. Driver will calculate miles driven from city limits to pick up location. Children 5 and under are free with a paying passenger. A one-way trip is considered to be a one-way service to a location from another location, whether or not the person disembarks.

4. Pickup times/wait policy: Pick up window: Everyone must be at the main entrance 15 (fifteen) minutes ahead of their scheduled pick up time. Drivers may also pick you up 15 (fifteen) minutes after the scheduled pick up time, however they will pick you up as close to your pick up time as possible. Drivers will not wait more than 5(FIVE) minutes for anyone to board the bus as long as it falls within the 15 minute window on either side of the scheduled pick up time. If not on board within 5(five) minutes the driver will leave and will not return that day. This will be considered a No Go and all other rides scheduled for that day will be cancelled. (See #5)

5. No Shows/Cancellations: A No Go occurs when a rider does not cancel a reservation at least two hours before the start of the scheduled pick-up window (See #4) and does not take the trip. This includes failing to be ready to board the bus within 5 minutes of its arrival, during the pick-up window and/or telling the driver you do not want the ride. This is a serious infraction of FIT rules. FIT will attempt to contact riders who are not at the pick-up location when the vehicle arrives to let them know they must go to the vehicle or they will receive a NO GO. The person will be charged their normal fare for the untaken ride the next time they ride. If the rider cannot be contacted, but has an answering machine, a message will be left. If a rider NO Go's the first half of a round trip, the second half will be cancelled unless the rider contacts FIT immediately to retain the second half of the round trip. FIT will make every effort to dispatch a vehicle to bring that customer home, with the understanding that it will be on a first availability basis to pick up that customer. Riders will receive a warning in writing after they receive 4 (four) No Go's within six months. After 6 (six) No Go's within six months the rider will be sent a suspension letter resulting in a 30 day suspension of service. If a rider is suspended and then demonstrates a pattern of No Go's after the original suspension has ended, the rider may subsequently be suspended for longer periods. First Suspension: 30 days; Second Suspension:* 60 days; Third Suspension*: 90 days; Fourth Suspension*: Indefinite pending demonstration that the problem behavior can and will be changed within a minimum of 90 days. Riders are not penalized for No Go's that occur due to sudden emergencies which make it impossible for them to cancel. Because only two hour's notice is needed to cancel, it is anticipated that most riders will be able to cancel in a timely fashion. Riders are not penalized for being a No Go if the bus arrived late, that is, after the end continued...

5. continued: of the pick up window, or if a reservation error was made by the dispatcher. Riders are encouraged to discuss their record with staff if they feel they have been No Go'd in error.
Disputes regarding this policy will be referred to the FIT Committee through the grievance prod as outlined in guideline #16 and appeals process #17.

*within two years of the most suspension.

6. Delays: Due to number of rides we provide 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.

7. Personal Assistance to Riders: Drivers may enter a commercial lobby to assist a rider to the vehicle, but are not permitted to enter a residence. Drivers are permitted to assist passengers with activities directly related to boarding and de-boarding the bus. Drivers are permitted to assist special needs passengers with their packages up to the limits outlined in guideline #13 up to the door of the residence. One Personal Care Attendant (PCA) may ride with a disabled rider to assist them with their personal needs without charge. Only drivers will operate wheelchair lift/restraint system equipment. All medical equipment (oxygen tanks, walkers, etc.) will be secured by the driver for the duration of the ride. 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.

8. Wheelchair Procedures: Drivers will assist passengers only on approved wheelchair ramps the customer provides and provide their own wheelchairs for transport. Drivers will not assist passengers in wheelchairs up or down stairs. Passengers are responsible for either a ramp or someone other than the bus driver in getting in and out of their home, doctor's office, etc. where steps are present. Such riders must provide their own Personal Care Attendant to assist in their transfer. Drivers are not permitted to assist individuals in transferring from a scooter or wheelchair to regular vehicle seating. Such riders must provide their own PCA to assist in their transfer. Drivers are not permitted to push passengers whose weight exceeds 300 lbs. These passengers are responsible for their own movement or a PCA to push and maneuver the wheelchair onto the bus and in moving the wheelchair out of and away from the bus.

9. Conduct, Hygiene and Prohibited Behaviors: If at any time the driver feels he/she is 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. 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, 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 or herself or to others caused by misplaced bodily fluids will be denied bus service. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior can be required to vacate the vehicle. No alcoholic beverages may be consumed on the bus. No other food or drink is to be consumed on the bus except for medical purposes as allowed by the driver. NO TOBACCO USAGE/ OPEN CONTAINERS 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, a Third offense in a 60 day Suspension and a Fourth offense in an Indefinite Suspension pending demonstration that the problem behavior can and will be changed with a minimum of 90 days Suspension from bus service.

10. School bus Service: We do not provide exclusive school bus transportation.

11. Pets/Service Animals: No animals other than service animals (such as 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 close down the Mini Bus also closes down. Additionally if the management of the Mini Bus Service feels the weather is so severe it is unsafe to operate, then operations will cease for the day in question. KIUL 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. Drivers will not push wheelchairs on ramps/walks/etc. that are not clear of snow and ice.

13. Limitations: Drivers will not carry or lift parcels/carry-on items greater than 20 pounds in weight. Drivers are limited to carrying bags up flights of steps no more than 7 steps high and are only allowed to make 2 trips to carry packages to the main entry door or lobby. Drivers are not permitted to transport furniture or appliances for passengers.

14. Emergencies: Finney County Transit is not designed for emergency medical situations (absent a natural disaster where vehicles may be used for evacuation). 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.

15. Evictions: Anyone who does not adhere to these guidelines can and will be evicted from using the bus.

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 on 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 director's decision is final.

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FIT ADHERES TO THE KDOT EQUAL OPPORTUNITY AND CIVIL RIGHTS POLICY.