

FCT

Demand Response

Ridership Policies And Guidelines

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

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

**No liabilities will be
accepted.**

Effective May, 2017

Approved by the Finney County
Committee on Aging, Inc.
05.16.17

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 on a first come first served basis. We are committed to offering courteous, safe and reliable service for all of our riders, without regard for race, religion, color, national origin, sex, age, height, weight, marital status, sexual orientation, or other non-merit reasons, or handicap, nor will sexual harassment be tolerated. Children 10 and under must be accompanied by a person 16 or older. Children 11 to 16 must present a picture ID to driver on boarding to ride alone. It is highly recommended that passengers utilize the integrated child safety seats for their children while riding in the bus, passengers use the seat belt/shoulder harness and carry a picture ID. While riding in the small mini-van infants and children must be secured in appropriate child safety seats per State of Kansas law. Child safety seats are available on a first come first served basis.

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. Holiday notices are posted in the bus, in the transit lobby and are distributed through the local media the week prior to closings. Passengers outside Garden City city limits must call early enough to allow drivers to return to the FCT Center by 7:00 p.m.

3. How Do I Get A Ride: All requests for rides must be scheduled 24 hours in advance. We can schedule rides up to two weeks in advance. Riders should not attempt to schedule a ride by leaving ride requests on the answering machine. For situations when you need a ride but can't be sure of the time the ride will be needed, we will schedule you for a "will call" ride. You call the dispatcher when you are ready to be picked up and your ride request will be processed for the first available ride. We do not encourage rides that are scheduled on the same day. We realize that on occasion unforeseen circumstances arise and a same day request may be unavoidable. On those rare occasions we will attempt to accommodate rides on a first come first serve space available basis. Due to the way we schedule we do not allow on-board changes of ride destinations.

You may not board the bus and ask the driver to change your booked destination. Changes should be called in to dispatch 2 hours prior to the beginning of the pick up window as outlined in #6.

4. What About Trips That I Need Regularly: A subscription can be made for rides that are taken on a regular basis, at the same time, by the same individual, to regularly scheduled appointments. It is the responsibility of the rider with subscriptions to cancel any subscription ride that they do not intend to take. Individuals with subscription rides will be subject to the No Show policy and late cancellation policy outlined in #7. In addition, 3 No Shows for the subscription within 1 month will result in the loss of the subscription ride privileges. Upon request, the passenger may again be scheduled for a subscription after a 4-month suspension period.

5. 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 25 miles-\$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. Punch Cards are available at the FCT office and are non-transferable, non-replaceable and non-refundable. In the case of a fare dispute, the passenger will pay the fare and report the circumstances to the FCT office.

6. Pickup Times/Wait Policy: Pick up window: Passengers must be at the main entrance 15 minutes ahead of their scheduled pick up time. Drivers may also pick up 15 minutes after the scheduled pick up time, however they will arrive as close to the scheduled 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 minutes the driver will leave and will not return that day. This will be considered a No Show and all other rides scheduled for that day will

7. No Shows/Cancellations: The definition of a No Show is: A rider who has a scheduled trip and does not appear at the designated pick-up point and time, and does not cancel the trip at least two hours before the start of the scheduled pick-up window (see #6) and does not take the scheduled trip. Cancellations on the answering machine for rides before 6:00 am must be made by 4:00 am, or they are considered a No Show. This includes failing to be ready to board the bus within five minutes of its arrival during the pick-up window and/or canceling with the driver when the bus arrives. The driver will attempt to notify the rider that he/she is there by honking the horn to alert the rider that the bus has arrived. FCT 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 Show. If the rider cannot be contacted, a message will be left on an answering machine if available and the return trip will become a will call ride. If a rider continues to demonstrate a pattern of No Shows after receiving a written warning they will be suspended. First Suspension: 1 week; Second Suspension: 2 weeks; Third Suspension: 4 weeks. Riders are not penalized for No Show'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 Show if the bus arrived late, that is, after the end 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 given a No Show in error. Disputes regarding this policy will be referred to the FCT Committee through the grievance procedure as outlined in guideline #18 and appeals process #19.

8. Delays: Due to number of rides provided it is not always possible for buses to run exactly on schedule. It is important to allow extra time to ensure passenger's scheduling needs can be met.

9. 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 #15 up to the door of the residence. One PCA may ride with a disabled rider to assist them with their personal needs without charge. Only drivers will operate mobility aid 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. Child safety seats are available on all FCT vehicles for parents/guardians to use on a first come first serve basis. Use of seatbelts is strongly encouraged by FCT management.

10. Mobility Aids: Section 37.3 of the DOT's regulations implementing the ADA Act of 1990 (49 CFR Parts 27, 37 and 38) defines a "wheelchair" as a mobility aid belonging to a class of three or more wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Drivers will use their best judgment in securing the passengers mobility device with the 4 Point Tie-down system. Passengers will not be denied service if the mobility device cannot be secured. Passengers refusing to have their mobility device secured will be refused service. Drivers may assist passengers using mobility aids. Drivers will not assist passengers using mobility aids up or down stairs. Passengers are responsible for either a ramp or someone other than the driver in getting in and out of their home, doctor's office, etc. where steps are present. Driver's are not permitted to assist individuals in transferring from a mobility aid to regular vehicle seating. Such riders must provide their own

Personal Care Attendant to assist in their transfer. Drivers are not permitted to push mobility aids whose weight of combined passenger and mobility aid exceeds 300 lbs. These passengers are responsible for their own movement or a PCA to push and maneuver the mobility aid onto the bus, into a forward facing position and in moving it out of and away from the bus when de-boarding. It is highly recommended that passengers use the shoulder and seat belts while riding in the bus. Power driven mobility aids must be in the "off" position while on the lift.

11. Conduct, Hygiene and Prohibited Behaviors: Threats of violence, threatening behavior, or acts of violence against any employee or other individuals are prohibited. FCT has a "zero tolerance" policy for such conduct. It will not be tolerated and it is the duty of all employees to report such conduct. 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, sexual harassment, threatening the driver or fellow passengers, use of foul or derogatory language including loud or unwanted conversation, playing loud audio devices, soliciting or engaging in any type of business, legal or illegal, on the bus or at a bus stop. 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, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle. No food or drink including alcoholic beverages is to be consumed on the bus except for medical purposes as allowed by the driver. **NO TOBACCO USAGE OR OPEN CONTAINERS, NO WEAPONS OR AMMUNITION AND NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE ALLOWED ON THE BUS.** NO SMOKING is allowed within 20 feet of the bus or 50 feet of FCT main entrance. If a passenger is found to have aforementioned item, he/she 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 him/her off the buss. 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 within the minimum of 90 days Suspension from bus Service.

12. School Bus Service: Exclusive school bus transportation is not provided.

13. Pets/Service Animals: No animals other than service animals are allowed on the bus for any reason. A "service animal" is defined as an animal that is individually trained to perform a specific task for a person with a disability. Service animals include, but are not limited to, animals that guide individuals who are blind, alert individuals with hearing disabilities, pull wheelchairs or carry and pick up things for persons with mobility disabilities. Comfort or therapy animals which are used solely to provide emotional support are generally not considered service animals under the Americans with Disabilities Act (ADA).

14. Bad Weather Policy: In the event of inclement weather, check local radio/TV for related closings. If USD 457 schools close down Finney County Transit also closes down. The Senior Center Director may over ride the school closing by announcing via radio/TV that the bus service will run. Additionally if the weather is so severe it is unsafe to operate, then operations will cease for the day in question. 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 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.

15. 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.

16. Emergencies: FCT 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.

17. Evictions: Passengers who do not adhere to these guidelines can/will be evicted from using bus.

18. Grievance Procedures: This grievance procedure has been developed to assure passengers of fair and equitable access to FCT 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 his/her 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 FCT Committee and the Senior Center Director within 30 days for their review. FCT is Title VI Equal Opportunity and Civil Rights Compliant as posted in vehicles. Copies are available upon request.

19. Appeals: If the customer wishes to appeal the decision of the Senior Center Director and/or FCT 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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