

# City Link

## Ridership Policies And Guidelines

Finney County Transit  
FIT

1008 N. 11th Street  
Garden City, KS 67846

620-272-3626  
FAX-620-271-6191

[www.seniorcenterfc.com/transportation.html](http://www.seniorcenterfc.com/transportation.html)

Effective April 2010

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

Approved by the

Finney County Committee on Aging, Inc.  
3.23.2010

**1. Scope of Service:** Bus Service is available at designated bus stops. Please check bus stop schedules or call the FIT office for service hours and route information. It is recommended that 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 are Monday thru Friday (except Holidays) from 6:00 am - 7:00 pm.

**4. Fares:** General Public (under age 60)-\$1.00, Senior/Disabled/Low Income with pre-certified Half Fare Card-.50. Students with current Student ID-.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 FIT 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/Low Income/Student Half Fare Monthly Pass with unlimited rides on all City Link fixed route buses-\$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 passenger transfer to another route to reach final 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 it is 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 driver 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 unexpected circumstances (ie. weather, RR crossings, traffic, etc.), 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.

**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 de-barking 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. 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.

**9. Mobility Aid Procedures:** Passengers will provide their own mobility aids for transport. Drivers will not assist passengers in mobility aids up or down steps. Drivers are not permitted to assist individuals in transferring from a mobility aid 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 cont...

**9. continued:** exceeds 300 lbs. Lift weight of combined passenger and mobility aid cannot exceed 600 lbs. These passengers are responsible for their own movement or a PCA to push and maneuver the mobility aid onto the bus and in moving it out of and away from the bus. All mobility aids must be secured by the 4 Point Tiedown system.

**10. 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. Elderly and disabled riders will be given preference for seats upon bus becoming full. Inappropriate conduct will not be tolerated including, but not limited to: intoxication, fighting, arguing, threatening the driver or fellow passengers, use of foul or derogatory language and sexual harassment. Any passenger's behavior which poses a safety hazard to him or herself or others caused by misplaced bodily fluids will be denied bus service. At the drivers discretion, a rider who engages in persistent inappropriate and/or dangerous behavior can be required to vacate the vehicle. NO FOOD, DRINK, OR ALCOHOLIC BEVERAGES are 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; NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. IS ALLOWED ON THE BUS. If a passenger is found with 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 continued....

**15. Ejections:** Passengers who do 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 FIT Director or his/her 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 FIT 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 FIT Director or his/her 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 FIT 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.

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

**12. Bad Weather Policy:** In the event of inclement weather check radio/TV for related closings. 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. 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.

**11. Pets/Service Animals:** No animals other than service animals are allowed on the buses for any reason. Suspension from bus service will be changed with a minimum of 90 days demonstration that the problem behavior can and offense is an indefinite Suspension pending **10. continued:** 60 day Suspension and a Fourth

**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. Due to time limitations, please transport only what can be carried on or off in one trip. All packages must be able to fit under the seat. Walking aids, strollers and empty shopping carts must be collapsed and out of the aisle. Passengers must load their own bikes.

**14. Emergencies:** The City Link is not designed for medical emergency situations (absent a natural disaster where vehicles may be used for evacuation). Transportation will not be provided for personal medical emergencies. Persons having a medical emergency will be instructed to call 911 so an ambulance can transport them.

