

LANE COUNTY TRANSIT DEMAND RESPONSE SERVICE

LANE COUNTY PUBLIC TRANSPORTATION

144 S LANE

DIGHTON, KS 67839

(620)397-5356

RIDERSHIP POLICIES AND GUIDELINES

1. Eligibility: Service is available to the elderly, disabled and general public in Lane County 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. It is highly recommended that passengers utilize the child safety seats for their children while riding the bus, passengers use the seat belts and carry a picture ID. While riding in the mini bus 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 8:00 am-5:00 pm. Lane County Transportation observes all state holidays.

3. How Do I Get A Ride? We require rides to be scheduled 24 hours in advance. The mini bus is only allowed to go within a 100 mile radius. We can schedule rides in advance. 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 based on driver and mini bus availability. 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 or add to your booked destination. Changes should be called in to the bus office 2 hours prior to the beginning of the pick-up window as outlined in #6 below.

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 below. 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 round trip, in town \$1.00. Outside city limits up to 50 miles round trip is \$5.00, and round trip up to 100 miles is \$10.00. Children 5 and under are free with a paying passenger. In the case of a fare dispute, the passenger will pay the fare and report the circumstances to the bus office. A pass for "LOCAL TRIPS ONLY" can be purchased for \$25 per month per person.

6. Pick-up Times/Wait Policy: Pickup window: Passengers must be at the main entrance fifteen (15) minutes ahead of their scheduled pickup time. Drivers may also pickup fifteen (15) minutes after the scheduled time, however they will arrive as close to the scheduled time as possible. Drivers will not wait more than **FIVE (5)** minutes for anyone to board the bus as long as it falls within the 15 minute window on either side of the scheduled pickup

time. If not on board within five (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 be canceled. (See #7)

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 one (1) hour before the start of the scheduled pick-up window (See # 6) and does not take the scheduled trip. This includes failing to be ready to board the bus within five minutes of its arrival during the pick-up window and/or cancelling 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. Lane County will attempt to contact riders who are not at the pick-up location when the bus arrives to let them know they must go to the bus or they will receive a No Show. If the rider cannot be contacted, a message will be left on an answering machine if available. If a rider No Shows the first half of a round trip, the second half will be canceled. Riders will receive a warning in writing after they receive No Show. If a rider has three or more no shows, the rider will be sent a suspension letter resulting in a 30 day suspension of service. Riders are not penalized for No Shows that occur due to sudden emergencies which make it impossible to cancel. Because only one hour 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 arrives late, that is, after the end of the pick-up window, or if a reservation error was made by the bus office. Disputes regarding this policy will be referred to the Lane County Commissioners through the grievance procedure as outlined in guideline #18 and appeals process #19. *within two years of the most recent suspension

8. Delays: Due to the number of rides provided, it is not always possible for the bus 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 the rider to the bus 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 personal care attendant (PCA) may ride with a disabled rider to assist them with their personal needs without charge. Only drivers will operate the mobility aid lift/restraint system equipment. All medical equipment (oxygen tanks, walkers, wheelchairs, etc.) will be secured by the driver for the duration of the ride. Drivers are permitted to assist in fastening/unfastening seat belts if requested by the passenger. Any and all passengers are allowed to use the lift. Child safety seats are available for parents/guardians to use on a first come first served basis. Kansas's Law requires the use of seat belts. Lane County Transportation requires you to use seat belts and use them properly. If for any reason a rider cannot or will not use the restraints, they will still be permitted to ride. Any and all willing passengers will be offered transportation if their wheelchairs/persons are unable to be secured. All passengers are required to stay seated in the vehicle with the seat belt ON, until the vehicle comes to a complete stop.

10. Mobility Aids: Section 37.3 of the DOT's regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37 and 38) defines a "common wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common 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 may assist passengers using mobility aids. Drivers will not assist passengers using mobility aids up or down stairs, assist in transferring from a mobility aid to regular vehicle seating or to push mobility aids whose weight of combined passenger and mobility aid exceeds 300 lbs. These 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, to assist in their transfer into regular seating and to push and maneuver the mobility aid onto the bus,

into a forward facing position and in moving out and away from the bus when de-boarding. 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. Lane County 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 judgement and stop the vehicle and ask the passenger to get off the bus 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 bus. **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 ten (10) feet of the bus or ten (10) feet of the courthouse main entrance. Use of tobacco products, alcohol or any illegal substance will NOT be allowed on any Lane County Transportation vehicle. Anyone whose actions or personal hygiene are offensive to others or anyone refusing to comply with bus rules WILL NOT be allowed to ride transportation vehicles. (The decision will be left to the Director, who will notify passenger). 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 bus. A second offence will result in a 30 day suspension, a third offence in a 60 day suspension and a fourth offence in an indefinite suspension pending demonstration that the problem behavior can and will be changed within a minimum of 90 days suspension from bus service.

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

13. Pets/Service Animals: Driver will permit service animals to accompany passengers with disabilities in the mini bus. Driver may transport pets for passengers. Pet owners should provide a pet carrier for the pet to ride in. If the pet owner does not own a pet carrier then the pet must be on a leash and be held in the passenger's lap.

14. Bad weather Policy: In the event of inclement weather check with Lane County Clerk Office for closings. If USD 482 School closes down, Lane County Transit also closes down. If the management of Lane 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 judgement 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 is 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: Lane 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.

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

18. Grievance Procedures: This grievance procedure has been developed to assure passengers of fair and equitable access to Lane County 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 to 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 Lane County Clerk Office within 30 days for their review. Lane County Transportation is an 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 Lane County Transportation Director a written appeal must be submitted to the Lane County Clerk Office within 30 days. The Lane County Commissioners 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 30 days, provisional services will be provided until a decision is reached. Lane County Commissioner's decision is final.

21. Vehicle Maintenance: All vehicles will be maintained in accordance with maintenance schedules as recommended by the manufacturer and by KDOT. A record of routine inspections and maintenance will be completed by the driver, director or dispatch and will be kept in the Transportation Office. The director/dispatch is responsible for making sure that work is documented in the vehicle maintenance manual and expense reports. The driver is responsible for making sure the pre-trip and post-trip inspection forms are completed. All preventive maintenance performed shall meet the minimum required by the manufacturer for each KDOT vehicle.

20. Warranty Procedures: New transportation vehicles acquired through the KDOT grant program will have a three year/36,000 warranty guarantee. As soon as factory recalls are received or repairs are required, the new vehicle will be taken to the approved dealership for immediate service. A record of warranty work done for each vehicle will be maintained in the Lane County Clerk/Lane County Public Transportation office.

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

Approved by Lane County Commissioners on _____

6/14/2017

