

## **Trego Community General Public Transportation Ridership and Transportation Policy**

The Trego Community General Public Transportation Service is operated under the City of WaKeeney KDOT 5311 grant, and it is managed by a community-based volunteer group known as Trego Community General Public Transportation Group (referred to as “Community Group” in this document).

**Who can ride the bus?** Service is available to the general public in Trego County. When scheduling allows, passengers from neighboring counties may be served. Public transportation services are available for all per Title VI. No preference is given to riders based on race, gender, income or disability. Riders under the age of 16 years must be accompanied by a responsible adult. Any passenger who needs assistance beyond what the driver is allowed to provide must be accompanied by a responsible adult.

Passengers who ride the van will understand that they ride at their own risk; no liability will be accepted by the Community Group or the City of WaKeeney including the drivers and trip coordinators.

**Area of service.** Service is provided to destinations within a 60-mile radius of WaKeeney. Exceptions may be granted on an individual basis depending on availability of bus and as approved by the Community Group.

**Hours of service.** Core operating hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. Special arrangements may be made on an individual basis for service outside of normal operating hours (for example, earlier morning hours for medical procedures or weekend/evening hours) if a driver is available and scheduling allows—availability is not guaranteed. No services will be available on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

**Fares.** Fares for round trip rides:

To Hill City, Quinter or Ellis from WaKeeney: \$7.00.

To Hays: \$10.00

From rural Trego County to WaKeeney: \$0.30/mile

Destinations beyond Hays: \$10.00 plus \$0.30/mile

If the passenger’s origin is a town other than WaKeeney, fare will be \$0.30/mile.

When calculating round trip fares by the mileage rate, one-way mileage amount will be used.

Fare will be verified with the trip coordinator at the time of scheduling.

Fares will be paid with the correct change or by check payable to City of WaKeeney with “out of town van” written in the memo line. Checks returned for insufficient funds will result in a \$30.00 service fee and no future checks will be accepted from that individual. The driver cannot make change and does not carry any cash in the van.

**Donations.** Donations may be made to the out-of-town van at any time with cash or checks made payable to the City of WaKeeney with “out of town van” written in the memo line. Donations are tax deductible within the extent of tax law.

**Scheduling.** Ride requests are made by calling the trip coordinator phone at 785-743-8014. Texting for a ride request is not an option. Callers should leave a detailed voicemail if the trip coordinator is unable to answer the phone; messages are answered as soon as possible.

Rides must be scheduled at least 24 hours in advance and scheduling a ride at least 72 hours in advance is more likely to assure you get the ride you need. The trip coordinator will make every effort to schedule your ride on the date requested; if she cannot schedule the ride, an alternative date and time will be offered for transportation services. All bus schedules and routes change daily, and all scheduled rides are subject to change. Rides are not guaranteed until confirmed by the trip coordinator. Van routes follow a daily schedule based on rider demand as coordinated by the trip coordinators.

Passengers need to provide the following information to the trip coordinator: Passenger name, address, phone number, date of birth, ambulatory or non-ambulatory, assistive devices/assistance needed, emergency contact, date of trip, destination name & address, and appointment time.

**Cancellations.** Cancellation of a ride must be made by 8:00 a.m. on the day the ride is scheduled by calling the trip coordinator number 785-743-8014. The first time a passenger fails to cancel a ride, he/she will receive a written warning. The second time a passenger fails to cancel a ride, he/she will lose public transportation privileges for one month. The third time, he/she will discuss the situation with the Community Group. A medical emergency is the only acceptable reason for not cancelling a ride. A medical emergency is defined as being hospitalized or physically unable to use the telephone.

**Passenger pickup/wait time.** Passengers need to be ready for pickup ten minutes prior to the scheduled arrival of the bus. Upon arrival, the driver will immediately notify the passenger he/she is there by honking the horn if the passenger is not on the porch or other visible area such as the front door. After waiting five minutes, the driver, he/she may knock on the front door. If there is no answer, the driver will contact the trip coordinator to call the passenger. If there is no answer to the phone call, the driver may contact the local law enforcement center to request a welfare check.

If the passenger is in a store, hospital, physician's office, nursing home, etc., the passenger is expected to be at the entrance ten minutes prior to the scheduled time for pickup. The driver may notify the secretary or receptionist of the name of the passenger and have him/her paged. The driver will wait up to ten minutes for a passenger. If the passenger fails to show, the driver will notify the trip coordinator and the ride will be recorded as a no-show, following the same policy for non-cancellation of a ride.

**Delays.** Due to the number of rides provided and amount of assistance each passenger needs to board, it is not always possible for the bus to run exactly on schedule. It is important for passengers to allow extra time (for example up to 30 extra minutes) to assure their scheduling needs can be met.

**Unsafe driving conditions:** If the Community Group, City of WaKeeney, trip coordinators, and/or drivers determine that the weather is such that it is unsafe to operate, operations will cease for the day in question. Examples include: winter weather conditions, icy roads, high wind conditions--cross winds of 40 mph or higher, dense fog, predicted severe summer weather conditions. Trip coordinators will contact scheduled passengers and notice of cancellations will be posted on the city's Facebook page.

**Articles not permitted on the bus.** Weapons, sharp objects or instruments, vehicle batteries, any type of fuel or fuel container, caustic or flammable liquids, non-folding shopping carts, non-folding baby carriages, furniture, televisions, gardening tools, potting soil or any bagged items of weight exceeding 15 pounds, bicycles, large items that obstruct the aisle that cannot be secured or that may inconvenience other

passengers. The driver shall use good judgment in allowing passengers to carry large objects on board based on vehicle capacity and the impact on the safety and comfort of all passengers.

**Bags and shopping rules.** Passengers shall always be in control of packages and parcels in a way that will not jeopardize any other passenger's safety or trip. No packages will be allowed to block any aisle or exit, inconvenience or injure other passengers. All packages must be secured in such a way that no articles would come loose and move about the cabin freely should the vehicle come to a sudden unexpected stop. The number of packages shall be limited to only those which can be secured, not block aisles or exits, and not to take up space needed for additional passengers. The rider may bring grocery and personal items purchased at stores on the bus, but limited to what the passenger and driver can carry to the dwelling in one trip. Any questions can be discussed with the trip coordinator at the time of scheduling.

**Personal assistance to riders.** Drivers must limit their personal assistance to passengers.

- a. Drivers are permitted to assist passengers with activities directly related to boarding or de-boarding the bus.
- b. Drivers are permitted to provide first floor, door-to-door service. The driver may assist with coats and doors.
- c. Drivers may not enter a passenger's residence for any reason.
- d. Drivers are not required to bring a passenger down steps in a wheelchair.
- e. A passenger who uses a wheelchair is required to have a safe means of egress, such as a ramp, from their residence.
- f. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical services.
- g. During boarding or de-boarding, the vehicle may remain running and in Park as long as the vehicle remains within the direct eyesight of the driver at all times.
- h. If the driver must at any time travel outside the eyesight of the vehicle, the vehicle must be turned off and locked.

**Passenger self-sufficiency.** Passengers are expected to be capable of caring for him/herself, controlling his/her bodily functions, and be cognizant enough to make decisions. Transportation may be refused or suspended when the passenger:

- a. Negatively impacts the quality of another passenger's ride.
- b. Requires direct medical attention to prevent the spread of a communicable disease.
- c. Requires direct medical attention for open wounds or unsupported injuries.
- d. Is incontinent.
- e. Is repetitively not prepared or available when the vehicle arrives for pickup.
- f. Requires assistance after de-boarding or cannot be left alone at the drop-off location.

**Personal care attendants.** Attendants are permitted to accompany a passenger. Drivers are not permitted to lift individuals required or wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such passengers must provide their own personal care attendant to assist in their transfer. If a passenger needs to have a personal care attendant accompany them on their ride due to their health/medical condition, there is no fare charged to the personal care attendant.

**Wheelchair procedures.** Drivers will assist passengers only on approved wheelchair ramps. Drivers will not assist passengers in wheelchairs up or down stairs. Passengers using scooter-type vehicles may be asked to transfer to regular seating for their safety. However, passengers with scooters cannot be required to transfer. In the case of equipment malfunction where securement of wheelchair is not possible, willing

passengers are still able to be transported. All passengers (including non-wheelchair users) are able to use vehicle lift.

**Wheelchair lift.** Only drivers trained on the proper usage of the wheelchair lift, including manual operation of the lift, will operate this equipment with a passenger. Wheelchair passengers are encouraged to back on to the lift when boarding. All available and appropriate safety procedures and devices will be used in the operation of the lift. Power chairs and scooters will be turned to the “OFF” position once on the lift platform and while the lift is in operation. Any passenger requesting the use of the lift will be accommodated; standing on a lift is permitted but is discouraged. Packages, bags, strollers, and other items are not allowed on the lift during operation.

**Wheelchair securement.** The driver shall ensure that any passenger riding in a wheelchair be safely secured using existing clamp and/or floor mount securement devices in a way consistent with recognized securing standards. Wheelchair passengers must use available lap and shoulder restraints in accordance with Kansas state law. Wheelchairs shall be secured with 4-point tie downs or as many are standard for that particular tie down system, in any combination of straps and/or clamps. All wheelchair passengers shall be secured in a forward-facing manner; side-facing securement is prohibited. Power chairs and scooters are to be turned off during transport. Wheel brakes shall be engaged during transport. Wheelchairs that cannot be secured or are larger than maximum allowable standards (30” w x 48” l, and not over 600 pounds combined total weight) shall not be transported.

**Seat belts and restraints.** All passengers and drivers must be secured with the restraint devices available in the vehicle. Children under four years of age must be secured in appropriate child safety seats provided by the passenger and are not allowed to sit on laps. In addition, all wheelchairs and mobility devices such as scooters must be secured with the securement devices available. Service may be denied to any passenger unwilling to use seat belts, shoulder restraints, or securement devices.

**Transporting passengers with medical oxygen and assistive devices.** Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered and the driver shall be under no obligation to perform first aid. Passengers traveling with a portable oxygen supply should be transported providing the oxygen may be held by the passenger or secured so as not to block the aisles or exits or to inconvenience or injure other passengers. The driver will use his/her best judgment in deciding the storage method of walkers, canes and crutches, but must keep the aisles and exits clear.

**Hygiene.** Individuals who have offensively poor personal hygiene will be denied bus service. Passengers are expected to respect fellow passengers and maintain good health standards and practice personal cleanliness and hygiene. Passengers are expected to practice common health courtesies when traveling while suffering from ailments such as the common cold.

**Masks/face coverings:** Federal law currently requires facemasks covering the nose and mouth to be worn by drivers and passengers on all forms of public transportation, including buses.

**Dress code.** All passengers will be appropriately dressed in shirt, pants or skirt/dress and shoes.

**Beverages and food.** Water in a container with a non-leak lid is permitted on board. No other drinks including alcoholic beverages, soda, or juice may be consumed on the van. No food can be consumed on the van.

**Passenger conduct.** No drinks (except water in a container with a non-leak lid), food, alcohol, illegal drugs, tobacco products of any kind, and vapor or e-cigarettes may be consumed/used on the bus. Inappropriate conduct, including behaviors which present a danger to other riders will not be tolerated. These include, but are not limited to: intoxication, fighting, arguing, threatening the driver or fellow passengers, use of foul language and sexual harassment. Soliciting, advertising, selling, lecturing or preaching are not allowed. If a passenger engages in conduct against the van policies, they will first be asked by the driver to stop the conduct. If the conduct continues, at the driver's discretion, a passenger who engages in inappropriate and/or dangerous behavior, can be required to vacate the vehicle. Drivers may call authorities if necessary. Passengers who engage in conduct against van policies may lose their riding privileges on the public transportation van.

**Pets/service animals.** The bus allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. Service animals are individually trained to perform tasks for people with disabilities. The driver may ask if an animal is a service animal and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the animal performing the task or ask about the person's disability. Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal. Service animals will be permitted to ride on the bus and are not required to be in a pet carrier container.

At the discretion of the driver, pets may be allowed as long as they are in a pet carrier that has been designed for the purpose of transporting animals. The container must have a lid that closes and is secured. No animals will be allowed that threaten the safety of, or are annoying to, the driver or the other passengers.

**Concealed carry.** In accordance with Kansas law, the bus does not prohibit the lawful concealed carry of firearms.

**Grievance Procedure.** A grievance is defined as any difference between a consumer and a driver or trip coordinator or the Community Group. This grievance procedure has been developed to assure consumers of fair and equitable access to the bus. When a passenger has any problem relating to ride-related actions, occurrences or attitudes perceived as unfair and inequitable, the passenger will contact the Community Group, who will call the passenger to gather the complaint information. The Community Group will have five business 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 WaKeeney City Council. The City Council will review the evidence presented by the party within fifteen working days and will provide a decision in writing to all parties involved. The City Council's decision is final. If the above-described steps fail to resolve the grievance, the consumer may file administrative or legal action available according to local, state or federal law. By mutual agreement of the parties involved, the time limit of the grievance procedure may be extended.

**Notifying the Public of Rights Under Title VI.** The City of WaKeeney operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of WaKeeney.

For more information on the City of WaKeeney civil rights program, and the procedures to file a complaint, contact 800-555-1212. (TTY 800-555-1111).

Email [cityofwak@ruraltel.net](mailto:cityofwak@ruraltel.net)

Visit the administrative office at 408 Russell Avenue, WaKeeney, KS 67672

Or visit [www.tregocoks.org](http://www.tregocoks.org)

A complainant may file a complaint directly with the Federal Transit Administration at:

Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCF  
New Jersey Avenue, SE  
Washington, DC 20590

This policy handbook becomes effective upon approval according to the issued or revised date. This handbook will remain in effect until rescinded or revised.

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