

**Harper County Department on Aging
Harper County Public Transportation Services
PASSENGER POLICY eff 2/2024**

Harper County General Public Transportation is for elderly, disabled and general public. Our services hours are Monday – Friday 8:30 a.m. to 4:30 p.m. Service is not provided in the evenings, on weekends or holidays. Advance notice is recommended for those that have a set appointment. Rides are 1st come, 1st serve. Demand response is also available for shopping, visiting, business appointments, errands or attend the Sr. Centers. Call 620-842-5104 to schedule rides.

PASSENGER SAFETY/SEAT BELTS:

Driver is responsible for the safety of all passengers while providing transportation to persons to and from designated locations. If at any time the Driver feels they are in an unsafe situation for the passenger or the vehicle, Driver will have the right to exercise judgment to stop vehicle or ask passenger to get off vehicle. Passengers are expected to fasten their seat belt when riding in the vehicle. Driver will provide assistance to you in fastening and unfastening all seat belts and shoulder restraints. Extenders are available for passenger comfort & safety. **Seatbelts are required at all times for all passengers.** All passengers are expected to stay seated in the vehicle with the seat belt ON, until the vehicle comes to a complete stop.

WHEELCHAIR LOCKS & RESTRAINT SYSTEMS:

Only the Driver will operate all wheelchair lifts & restraint system equipment in the vehicle. The Driver is responsible to see that all disabled persons are properly locked in wheelchair locks and restraint system belts before moving vehicle. If a wheelchair or mobility device cannot be secured, the agency will still provide the ride. The Driver may recommend the rider transfer to a vehicle seat but may not require the individual to transfer. If the rider requests to be secured the agency will make alternative arrangements for transportation in a different vehicle if despite the Driver's best efforts, the wheelchair cannot be restrained.

PERSONAL ITEMS OR MEDICAL EQUIPMENT:

All passengers are responsible for the safe keeping of any personal items or medical equipment brought aboard the bus. Since some types of personal items or medical equipment may not be able to be secured in the vehicle; passengers will be expected to keep all items or equipment in the seat with them. Personal items or medical equipment are not allowed in the aisle or left loose on the floor. Bicycles are prohibited on transit vehicles.

DRIVING CONDITIONS/BUS ROUTES/SCHEDULING & RIDE REQUESTS:

All daily routes and schedules are subject to change. Verbal or written instructions in regards to passenger service will be followed by Driver. Passengers are asked to declare all stops & addresses at time of scheduling ride with Dispatch by calling 620-842-5104. Additional stops may not be possible & should not be assumed last minute. Some demand response for service requests may be accommodated if the route and schedule allow at Drivers discretion. Driver will have the right to exercise judgment as to whether he or she can safely drive on a particular roadway, driveway or highway. Service might be cancelled or abbreviated by Director in cases of inclement weather.

PASSENGER DEPARTURE & PICK-UP TIMES:

Transportation Coordinator schedules all departure & pick-up times for passengers. Driver may have discretion to change departure or pick-up times if needed. All changes in daily schedule are documented and reported to Transportation Coordinator.

DESIGNATED APPOINTMENT LOCATIONS:

Designated appointment locations are medical facilities, dialysis treatment center, physician's offices, beauty shops, Senior Centers, grocery stores, business offices, etc. With multiple riders going to multiple appointment locations, rider might have to stay at their location past their completion time. The Driver will provide their cell number for pick up & will return at their earliest convenience.

PASSENGER PICK UP WAIT TIME:

When Driver arrives at a location for pick up of a passenger, the Driver will honk the horn if the passenger is not waiting on the porch or other visible area. If passenger does not respond to Driver honking the horn the Driver will call the passenger. Please be ready & watching for your transportation 10 minutes prior to scheduled pick up time. Your promptness keeps us on schedule.

If passenger is at a shopping center, hospital, nursing home, physician's office, etc. the Driver will notify the secretary or receptionist of the name of the passenger and have them paged as well as call riders cell phone.

The Driver will wait for (5) five minutes for a passenger. If the passenger fails to show or answer the door, the Driver will notify the Aging Dept. office and the ride will be recorded as no call/no show. **ALL OUT OF COUNTY TRIPS MUST DEPART BY 3PM.** If your appointment will not be completed by 3pm, we recommend rescheduling or finding alternate transit home. No exceptions.

NO SHOW POLICY:

When a rider makes a reservation and does not call in a cancellation by 8am and the Driver makes a "dead" trip, the Driver considers that passenger a no-show for that day. The following suspension period shall apply to violations of this policy that occur within the same 12-month period:

1st Violation: verbal warning + copy of Passenger Policy

2nd Violation: written warning

3rd Violation: 30 day suspension of services

CANCELLATIONS:

Cancellation of ride must be made by 8 a.m. on the day the ride is scheduled by calling the Dept. on Aging office. 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 with no caregiver available to cancel.

Failure to cancel the ride by the specified time will result in "no call no show" violation. See "No Show Policy" for violation suspensions.

PASSENGER ASSISTANCE:

Common courtesy from the passenger is expected.

All passengers will be greeted by the Driver in a professional and friendly manner.

Driver will assist all passengers in entering and exiting the vehicle at all times.

Driver will aide all passengers in opening and closing all vehicle passenger doors.

Driver will assist all passengers who have vision or hearing disabilities or assistive mobility devices (wheelchairs, walkers, canes, etc).

Nursing homes are requested to provide a nurse aide or nurse to accompany all residents/ passengers that have special needs.

Driver will assist passengers with their personal items if they need assistance. Driver can assist passengers by carrying groceries/bags/boxes to the front porch of the passenger's residence.

GROCERIES, BAGS, OR BOXES ARE LIMITED TO WHAT THE PASSENGER CAN CARRY IN ONE TRIP.

Purchases must fit in riders personal seat area & not block any aisles. Packages may go in back cargo area if not utilized but do not assume extra space is available.

Drivers are not available to shop with or for a passenger. Passengers will be expected to provide an aide to assist them in shopping, getting all items off the bus & into their residence if more than 1 trip.

BUS FARES/CASH DONATIONS:

Driver will provide all passengers with a written receipt for fares or cash donations paid.

Exact fare is expected at time of pick up. Harper Co DOA accepts cash, check & credit card. Passengers who do not pay the required fare for their ride will be denied service, unless prior notice of non-payment has been requested and approved. Failure to pay at time of ride or prior will result in denied future service without pre-payment. *Children 5 & under may ride for free with paying adult.*

FARES: In Town = \$4 In County = \$7 Out of County = \$20

CELLULAR TELEPHONES:

Only the Driver will operate the cellular telephone or other communication equipment. Passengers will not be allowed to use drivers cellular telephone for personal telephone calls. Only in an EMERGENCY situation should someone other than the Driver operate communications equipment.

TRANSPORTATION OF CHILDREN:

Children under age (5) five and younger cannot ride the bus without the accompaniment of an adult.

Children age (6) six and older can ride without the accompaniment of adult with advance written notice to the Dept on Aging office.

Children under 80 lbs. must ride in a child car seat or booster seat. The adult bringing the child onto the van must supply the car seat or the Dept on Aging has booster seats available. Rides will be refused to passengers under 80 lbs. not in a booster. The parent is asked to hook the car seat up and the driver is allowed to check to make sure it is secured. Parents of children of any age who require special passenger assistance are required to give advance notice to the Dept. on Aging office.

VEHICLE MAINTENANCE:

All passengers are expected to help keep the vehicle clean and orderly.

Passengers are asked to throw trash away. If passengers eat or drink in the vehicle and spill or make a mess, notify the Driver immediately, so he or she can assist you and provide clean up.

Bio-hazardous spills caused by the passenger will be cleaned up by the Driver according to the agency required exposure control plan and procedures

ACCIDENTS OR INCIDENTS:

Accidents or incidents no matter how minor will be reported immediately to the Dept. on Aging office and the proper authorities. In case of an accident or incident that requires passengers to exit or evacuate vehicle, Driver will be responsible to see that all passengers are exited or evacuated immediately according to training received. In the case of an accident, Driver will not move the vehicle until the proper reports have been completed and filed and the authorities have given permission to move the vehicle.

PET TRANSPORTATION/SERVICE ANIMALS:

Driver will permit service animals to accompany passengers with disabilities in the vehicles.

Driver may transport pets for passengers. Pet owners should provide a pet carrier for the pet to ride in. If pet owner does not own a pet carrier then the pet must be on a leash and be held in the passenger's lap. Pets may be denied access with other passengers if animal is unleashed, aggressive &/or disruptive.

ACCOMMODATIONS

A variety of vehicles are available through Harper County Public Transportation to meet your mobility needs. Vans and wheelchair accessible buses can be accessed to meet individual needs. An ambulatory individual not in a wheelchair may request to use a wheelchair lift on a vehicle to gain access if the stairs are a barrier.

WHEELCHAIR & OTHER MOBILITY DEVICES: All attempts to accommodate wheelchairs and scooters will be made. Wheelchairs and other mobility devices must not exceed 48" in length, 30" in width, and 600 pounds in total

weight (occupied). For mechanical safety, individuals with mobility devices exceeding these standards may be denied service. For passenger safety, drivers will not transport riders with broken mobility devices or devices without working brakes. Wheelchairs, scooters and other mobility devices must be clean, safe, and in good working condition.

ESCORTS & PHYSICAL ASSISTANCE: An escort (attendant) who provides physical assistance to the rider may accompany the rider. An escort must be at least 16 years of age or older. Harper County Public Transportation does not provide escorts but some assistance may be requested from drivers.

CODE OF CONDUCT

It is the Harper County Public Transportation's policy to provide the safest and most efficient service to our customers. Customers who abuse the following Code of Conduct guidelines can adversely affect the Harper County Public Transportation program as a whole. For the safety and comfort of all customers, the Harper County Public Transportation has established these policies that address instances where a customer's conduct may adversely affect others involved with the Harper County Public Transportation policy on customer misconduct.

Hazard Conduct – Any act, which creates the potential for injury or death to any customer, driver or the general public. Any riders' behavior that poses a safety hazard to him/herself or others caused by misplaced bodily fluids, disregard for cleanliness, being under the influence of drugs or alcohol, or anything deemed a public health hazard will be denied transportation.

Abusive Conduct – Any offensive act, these would include, but are not limited to:

- Invasion of other's privacy rights (example: touching in a rude, insolent or angry manner.)
- Sexual harassment
- Physical or verbal abuse of another rider or the driver
- Screaming

Additionally the following are prohibited:

- No usage of tobacco products or alcoholic beverages on the bus
- Intoxication – Drunken Passengers
- Passengers not wearing shoes and/or shirts
- NO standing while vehicle is in motion
- Passengers are not to extend arms, hands, heads, or any body parts through the vehicle's windows
- Anyone having incontinence problems must be dry upon boarding the vehicle or will be denied a ride

At the driver's discretion, a rider who engages in persistently inappropriate and/or dangerous behavior will be required to vacate the vehicle. Drivers, with the approval of the Director, may call the authorities if necessary.

DISCIPLINARY POLICY

Upon notice of passenger misconduct, Harper County Public Transportation Management will investigate the incident within 5 days and will, if deemed necessary, implement the following:

- Provide Passengers Policy & written warning.
- 2nd Incidence: Suspension of service for 30 business days
- 3rd Incidence: Suspension of service for 60 business days.

If you do not agree with this action refer to the Grievance Procedure below.

CONCEALED WEAPONS POLICY

Per Kansas Person & Family Protection Act (KSA 75-7c01: KSA 75-7c10) & amendments thereto, allows persons to carry open & concealed guns on transit vehicles. Government transit agencies cannot say no to guns. Drivers can request that weapons be concealed if they feel there is a danger to themselves or others but cannot deny transportation for refusal to conceal a weapon. Harper County shall not be liable for any wrongful or negligent act of any person carrying a concealed handgun.

PASSENGER RULES & CIVIL RIGHTS INFORMATION:

Passenger rules and civil right information booklets are available in every Harper County Public Transportation vehicle for every passenger. Harper County Dept on Aging operates its' programs & services without regards to race, color or 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 the Title VI may file a complaint with the Harper County Dept on Aging.

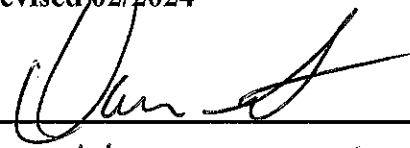
GRIEVANCE PROCEDURE – ALL SERVICES:

Procedure:

1. The party having a grievance with the service will state in writing the nature of the grievance to the Harper County Dept. on Aging County Director. The County Director will contact the individual making the complaint personally and try to settle the problem informally.
2. If the individual and the County Director cannot reach an agreement, the individual may appeal the grievance in writing to the Harper County Board of Commissioners, 201 N. Jennings, Anthony, KS 67003 Phone 620-842-6030.
3. The Harper County Board of Commissioners, after reviewing the written appeal with the County Attorney and consulting with both parties, shall render the Board of County Commissioners decision in writing. The Board of County Commissioners decision is final.

**It should be understood that passengers who ride the
Harper Co. PUBLIC Transportation Services ride at their own risk.
No liabilities will be accepted.**

Revised 02/2024

Harper Co Board of County Commission: 

Printed Name & Date: Darrin Sproule 2-12-24

Department on Aging Director: 