

**Harper County Department on Aging
Harper County PUBLIC Transportation Services
PASSENGER RULES**

Harper County General Public Transportation is for elderly, disabled and general public. Our services hours are Monday – Friday between the hours of 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. Demand response is also available for shopping, visiting, business appointments, errands or attend the Sr. Centers. If you need a ride give us a call at 620-842-5104 or Toll Free 1-877-537-2110.

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.

Wearing seat belts is the law! Wearing them properly is required. 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.

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. This includes all control switch boxes.

Driver is responsible to see that all disabled persons are properly locked in wheelchair locks and restraint system belts before moving vehicle. Disabled passengers are also required to wear seat belts and shoulder straps.

If passenger asks to use the lift to board the van because they have problems walking up the steps; they are able to use the lift while standing.

Wheelchairs are required to be secured, and the agency can refuse transportation if the client refuses to be secured. For safety reasons, passengers in scooters are requested to transfer to a seat & their scooter will be restrained. Scooters do not have safety restraint standard which will keep a rider safe should an accident occur.

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:

BUS or Mini-Van routes follow a daily schedule as published by the Transportation Coordinator.

All BUS or Mini-Van routes and schedules are subject to change.

Verbal or written instructions in regards to passenger service will be followed by Driver.

Passengers may make RIDE service requests to Driver verbally or in writing. Passengers making ride requests will be expected to give the driver pertinent information needed to schedule trips. All requests for RIDE service are coordinated by the Transportation Coordinator under the supervision of the County Director. Some demand response for service requests may be accommodated if the route and schedule allow.

Driver will have the right to exercise judgment as to whether he or she can safely drive on a particular roadway, driveway or highway.

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.

Driver is responsible to stay at designated location if schedule allows.

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 go to the door & ring doorbell.

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.

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 cancelled. **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 SHOW POLICY:

When a rider makes a reservation and does not call in a cancellation and the Driver makes a "dead" trip, the Driver considers that passenger a no-show for that day. Payment is expected for pick up attempt. The ridership privileges may be denied to passengers who accumulate **3** no-shows.

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 canceling a ride. A medical emergency is defined as being hospitalized or physically unable to use the telephone.

Failure to cancel the ride by the specified time will result in the following actions:

1. The first time the rider will be charged the fare of his/her trip.
2. The second time privileges of transportation services will be withheld by the County Director.

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 will 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.

Drivers are not available to shop with or for a passenger. Passengers will be expected to provide a family member, friend or 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.

Driver is not allowed to make change for passengers. If a passenger needs change, Driver will go to the Bank or the Bank drive up window for change. If bank is closed Driver will go to the grocery store or other appropriate business for change for the passenger. 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 under age 5 may ride for free with paying adult.*

CELLULAR TELEPHONES OR OTHER COMMUNICATIONS EQUIPMENT:

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 or Mini-Van without the accompaniment of an adult. Children age (6) six and older can ride the BUS or Mini-Van 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 or give it to the Driver to throw 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

Vehicle: 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). 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 with 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
- No 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. The rider will receive one warning in writing, and the next occurrence within a 12 month period will result in a 60 day suspension, and a third offense within a 12 month period will result in a one year suspension. Drivers, with the approval of the Director, may call the authorities if necessary.

PROHIBITED WEAPONS ON VANS AND BUSES

No weapon, including firearms concealed or not or any other instrument intended for use as a weapon, or any other object capable of inflicting serious bodily injury upon another person may be carried in or on any Harper County Public Transportation. If a person has a permit to carry a concealed weapon they will not be allowed to carry the weapon aboard the public transit vehicle. For purposes hereof, a weapon shall include but not be limited to, a

firearm, knife, sword, or any other instrument of any kind known as blackjack, billy club, sandbag, or metal knuckles.

DISCIPLINARY POLICY

Upon notice of passenger misconduct, Harper County Public Transportation Management will investigate the incident within 10 days and will, if deemed necessary, implement the following:

- 1st offense may result in suspension of service up to 30 days

Prior to any disciplinary action, Harper County Public Transportation management will notify the passenger and/or passenger's representative in writing. If you do not agree with this action refer to the Grievance Procedure below.

PASSENGER RULES & CIVIL RIGHTS INFORMATION:

Passenger rules and civil right information booklets are available in every Harper County Public Transportation vehicle for every passenger.

GRIEVANCE PROCEDURE – ALL SERVICES:

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.

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 620-842-5555. 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.**

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