

## Attachment D

Dodge City Public Transportation  
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Dodge City, KS 67801

Phone: 877-323-3626

[www.dodgecity.org/publictransportation](http://www.dodgecity.org/publictransportation)

--- DRAFT July 31, 2015 ---

### Para-TRAN PARATRANSIT SERVICE RIDERSHIP POLICIES AND GUIDELINES

1. **Eligibility:** Persons who are certified under the Americans with Disabilities Act (ADA) as having a disability that prevents them from riding fixed-route buses, are eligible to use the Para-TRAN Paratransit Service which operates within a ¾ mile radius of the D-TRAN Fixed Route system in Dodge City. 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. In order to qualify for Paratransit service, **the applicant must:**
  - a. Complete and sign Part A of the Para-TRAN Paratransit Application, must have a health professional complete and sign Part B of the Paratransit Application, and both parts must be submitted to the Dodge City Public Transit office for review.
  - b. The Applicant has 21 days from the date they first ride Para-TRAN to submit a COMPLETED application which includes both Part A (by the Applicant) and Part B (Health Professional Verification). A Para-TRAN eligibility decision will be made within 21 days of receipt of a completed application.
  - c. If a decision is not made within that 21 day period, the applicant will be considered as eligible until a decision is made. Disability alone does not qualify the applicant for Paratransit service.
  - d. If an application is denied, the applicant will receive in writing, an explanation of the specific reason as to why their application was denied. The applicant will be provided in writing the process to follow should the applicant wish to appeal the decision.
  - e. Application forms are available from the Santa Fe Depot Transit Center, or online at [www.dodgecity.org/publictransportation](http://www.dodgecity.org/publictransportation). The applicant will not be charged any “user fees” that cause an unreasonable burden upon the applicant, including application fees. The application form includes a list of the types of health professionals who can complete Part B of the application.
  - f. **Visitors** – individuals with disabilities who do not reside in the jurisdiction – shall be treated as eligible for Paratransit service if they present documentation that they are ADA paratransit eligible in the jurisdiction where they reside, or present documentation of their disability if it is not apparent. This service shall be made available for any combination of 21 days during any 365 day period.
2. **Hours/Days of Operation:** Hours are Monday through Friday (except Holidays) from 6:00 am-6:00 pm with the last call for return being 5:30 pm. Holiday notices are posted in the bus, in the transit lobby and are distributed through the local media the week prior to closings.
3. **How Do I Get A Ride?** All requests for rides must be scheduled 24 hours in advance. We can schedule rides up to two weeks in advance. Riders should not attempt to schedule a ride by leaving ride requests on the answering machine. For situations when you need a ride but can't be sure of the time the ride will be needed (e.g. you are unsure when you will need to be picked up after an appointment), we will schedule you for a “will call” ride. You call the dispatcher when you are ready to be picked up and your ride request will be processed for the first available ride. We do not encourage trying to schedule rides on the same day you are making the reservation. 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 on a first come first serve space available basis. 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 your booked destination. Changes should be called in to dispatch two (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, three (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 per person per one-way trip on Para-TRAN is \$1.00. A Monthly Pass for unlimited rides on Para-TRAN buses costs \$30.00. You must show the Monthly Pass each time upon boarding or pay \$1.00 fare. All passes are non-transferable, non-refundable and non-replaceable. In the case of a fare dispute, the passenger will pay the fare and report the circumstances to the Dodge City Public Transit office. A Personal Care Attendant rides free when providing assistance to a paying passenger. Children 5 and under ride free with a paying passenger. A one-way trip is considered to be one-way service to a location from another location, whether or not the person disembarks. Children 10 and under must be accompanied by a person 16 or older and have the same origin and destination. In order to ride alone, youth ages 11 to 16 must present picture ID to driver upon boarding.
6. **Pickup Times/Wait Policy:** Pick up window: Passengers must be at the main entrance and ready to board fifteen (15) minutes ahead of their scheduled pick up time. Drivers may also pick up fifteen (15) minutes after the scheduled pick up time. However, drivers 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 pick up time. If the passenger is 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. Delays:** Due to the number of rides provided, 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. 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 two hours before the start of the scheduled pick-up window (See #6) and does not take the scheduled trip. Cancellations on the answering machine for rides before 6:00 am must be made by 4:00 am, or they are considered a No Show. 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. Dodge City Public Transit will attempt to contact riders who are not at the pick-up location when the vehicle arrives to let them know they must go to the vehicle or they will receive a No Show. If the rider cannot be contacted, a message will be left on an answering machine if available. FINES: A Fine of \$5.00 per No Show will be assessed. If a passenger has three or more unpaid No Show fines, the passenger will be suspended until the No Show fines are paid. If a passenger is a No Show for the first half of a round trip, the second half will be cancelled. Passengers will receive a warning in writing after they receive the second No Show within 30 days. After three No Shows within 30 days the passenger will be sent a suspension letter resulting in a 30 day suspension of service. If a passenger has been suspended previously, and then demonstrates a pattern of No Shows after the original suspension has ended, the passenger may subsequently be suspended for longer periods. First Suspension\*: 30 days; Second Suspension\*: 60 days; Third Suspension\*: 90 days; Fourth Suspension\*: Indefinite pending demonstration that the problem behavior can and will be changed after a minimum of 90 days suspension. Riders are not penalized for No Shows that occur due to sudden emergencies which make it impossible for them to cancel. Because only two hours' 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 arrived late, that is, after the end of the pick-up window, or if a reservation error was made by the dispatcher. Riders are encouraged to discuss their record with staff if they feel they have been given a No Show in error. Disputes regarding this policy will be referred to the grievance procedure as outlined in guideline #19 and appeals process #20.

\*within two years of the most recent suspension

**9. Personal Assistance to Riders:** Drivers may enter a commercial lobby to assist a rider to the vehicle, but drivers 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 door of the residence, and within the limits outlined in guideline #16. One Personal Care Attendant (PCA) may ride free of charge when accompanying a disabled rider in order to assist them with their personal needs. Only drivers will operate mobility aid lift/restraint system equipment. All medical equipment (oxygen tanks, walkers, etc.) will be secured by the driver for the duration of the ride. Drivers are permitted to assist in fastening/ unfastening seat belts/shoulder restraints if requested by passenger. Integrated child safety seats are available on all Dodge City Public Transit buses for parents/guardians to use on a first come first serve basis. Our ramp accessible minivans do not have integrated child safety seats, and securing children in a child safety seat is mandatory by law. Parents/guardians should provide a child safety seat, or may request a child safety seat from Dodge City Public Transit on a first come first served basis.

**10. Mobility Aids:** Dodge City Public Transit vehicles are equipped with a lift or a ramp which will be utilized in assisting a passenger in boarding the public transportation vehicle with a mobility aid such as a wheelchair. A "wheelchair" means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Drivers will assist passengers in boarding the buses if the lift and vehicle can physically accommodate the mobility aid, unless doing so is inconsistent with legitimate safety requirements. Drivers will not assist passengers using mobility aids up or down stairs. 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. Drivers are not permitted to assist individuals in transferring from a mobility aid to regular vehicle seating. Such riders must provide their own Personal Care Attendant to assist in their transfer. These passengers are responsible for their own movement or a PCA to push and maneuver the mobility aid onto the bus, into a forward facing position and in moving it out of and away from the bus when de-boarding. All mobility aids must be secured by the 4 Point Tie-down securement system. It is highly recommended that passengers use the shoulder and seat belts while riding in the bus. Power driven mobility aids must be in the "off" position while on the lift.

**11. Use of Seat Belts and Child Safety Seats:** It is highly recommended that passengers utilize the integrated child safety seats for their children while riding in the bus, passengers use the seat belt/shoulder harness and carry a picture ID. While riding in the small mini-van infants and 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.

**12. Conduct, Hygiene and Prohibited Behaviors:** Threats of violence, threatening behavior, or acts of violence against any employee or other individuals are prohibited. Dodge City Public Transit 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 they are in an unsafe situation, the driver will have the right to exercise judgment to stop the vehicle and ask passenger to get off the vehicle. Or the driver may 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 excessive conversation, playing loud audio devices 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 vehicle. No alcoholic beverages may be consumed on the bus. No other food or drink is to be consumed on the bus except for

medical purposes as allowed by the driver. NO TOBACCO USAGE OR OPEN CONTAINERS, AND NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE ALLOWED ON THE BUS. NO SMOKING is allowed within twenty (20) feet of the bus or fifty (50) feet of the Transit Center main entrance. 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 offense will result in a 30 day Suspension, a Third offense in a 60 day Suspension and a Fourth offense in an Indefinite Suspension pending demonstration that the problem behavior can and will be changed after a minimum of 90 days Suspension from bus service.

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

**14. Pets/Service Animals:** No animals other than service animals are allowed on the bus for any reason. A “service animal” is defined as an animal that is individually trained to perform a specific task for a person with a disability. Service animals include, but are not limited to, animals that guide individuals who are blind, alert individuals with hearing disabilities, pull wheelchairs or carry and pick up things for persons with mobility disabilities. Comfort or therapy animals which are used solely to provide emotional support are generally not considered service animals under the Americans with Disabilities Act (ADA).

**15. Bad Weather Policy:** In the event of inclement weather check local radio/TV for related closings. If the City of Dodge City offices are closed, Dodge City Public Transit will also be closed. The Dodge City Public Transit Director may override the closing by announcing via radio/TV that the bus service will run. Additionally, if the management of the Para-TRAN service believes 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. Drivers will not push wheelchairs on ramps/walks/etc. that are not clear of snow and ice.

**16. 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 allowed to make no more than 2 trips to carry packages to the main entry door or lobby. Drivers are not permitted to transport furniture or appliances for passengers.

**17. Emergencies:** Para-TRAN vehicles are not designed for medical emergency 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.

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

**19. Grievance Procedures:** This grievance procedure has been developed to assure passengers of fair and equitable access to Para-TRAN Service. In the event of suspension or other denial of service, information will be sent outlining the appeals process with the suspension or denial of service letter. In the event of any grievance, suspension or other denial of service, the passenger shall utilize the following procedure to resolve the issue. Each passenger is expected to communicate verbally or in writing directly to the Mobility Manager, or his/her designee, regarding ride-related actions, occurrences or denial of service perceived as unfair or inequitable. A passenger who believes he/she has suffered a grievance shall communicate the matter with the Mobility Manager, or his/her designee, within seven calendar days of the occurrence of the alleged grievance in an attempt to arrive at a satisfactory solution. The Mobility Manager, or his/her designee, will have seven calendar days to respond, making every effort to resolve the grievance at this level. Dodge City Public Transportation complies with Title VI Equal Opportunity and Civil Rights policies as posted in vehicles and online at [www.dodgecity.org/publictransportation](http://www.dodgecity.org/publictransportation). Copies are available upon request. Grievances may be emailed, faxed, mailed or submitted by hand to:

Mobility Manager  
City of Dodge City  
806 N. Second Avenue  
P.O. Box 880  
Dodge City, KS 67801

Phone: (620) 225-8100  
Fax: (620) 225-8195  
[MobilityManager@dodgecity.org](mailto:MobilityManager@dodgecity.org)

**20. Appeals:** If a resolution is not reached within 30 calendar days at the Mobility Manager level, the passenger may file a written appeal with the Director of Parks and Recreation who is responsible for administrative oversight of the Mobility Manager and the Public Transportation Program. The appeal must be filed within 60 calendar days of the original grievance. The Director of Parks and Recreation will have 30 calendar days to review the evidence presented by the party filing the appeal, including a meeting between the passenger and the Director of Parks and Recreation if desired by either party. The Director of Parks and Recreation will provide a decision in writing to all involved parties within 30 calendar days, including specific reasons for the decision. If no decision is made within the 30 days, provisional services will be provided to the passenger until a decision is reached. The decision of the Director of Parks and Recreation is final. Complaints may be emailed to or may be faxed, mailed to or submitted by hand to:

Director of Parks and Recreation  
City of Dodge City  
806 N. Second Avenue  
P.O. Box 880  
Dodge City, KS 67801

Phone: (620) 225-8100  
Fax: (620) 225-8195  
[paratransit.appeal@dodgecity.org](mailto:paratransit.appeal@dodgecity.org)

**It is understood that Dodge City Public Transit passengers ride at their own risk. No liabilities will be accepted.**