

# Rider Information Handbook



**Flint Hills Area Transportation Agency Inc.**

**October 2014**

## **GENERAL PUBLIC TRANSPORTATION FOR THE FLINTHILLS REGION**

*The mission of the Flint Hills Area Transportation Agency is to deliver the highest quality of public transportation service to the Flint Hills region.*

*We will strive to increase our ridership in response to the continued growth of the area; to aid in and contribute to a growing Flint Hills economy and improve the quality of life for the whole community.*

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## About the Agency

Founded in 1976 by a group of county residents concerned about the lack of public transportation, we are a 501c3 private, non-profit corporation led by a 15 member volunteer Board of Directors. Daily operations are headed by an Executive Director, who is assisted by an Operations Manager, office staff, a dispatch team and a team of carefully trained drivers.

## Service Area

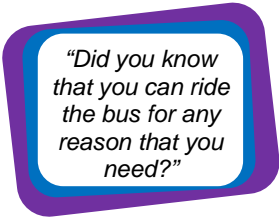
Our service area is the Manhattan-Riley County area, western Pottawatomie County including the Green Valley area and the St George Area, Fort Riley, and the Junction City-Geary County area including the towns of Grandview Plaza and Milford.

## Who Can Ride the Bus?

Service is available to the general public. We are committed to offering courteous, safe, and reliable service for all of our riders, without regard for race, gender, age, or disability.

## Days and Times of Operation

The Flint Hills Area Transportation Agency (aTa Bus) service operates its demand response services from 7:00 a.m. to 5:00 p.m., Monday thru Friday. The aTa Bus demand response service will observe these holidays on which no service will be available: New Year's Day, Thanksgiving Day, and Christmas Day.



*“Did you know that you can ride the bus for any reason that you need?”*

In Manhattan, aTa Bus city wide fixed route services operates a “school in” schedule during the days in which KSU is in session and a “school out” schedule when KSU classes are not in session.

aTa Bus also operates the Jardine and Park&Ride Shuttles on the KSU campus and SafeRide during the school year. Please refer to the fixed route brochures for further details.

## Fares

**Demand Response fares** are as follows:

Inside the city limits of Manhattan, Junction City, and Fort Riley	<b>\$2.00</b>
Within three miles of the city limits of Manhattan, Junction City, and Fort Riley	<b>\$2.00</b>
More than three miles from the city limits of Manhattan, Junction City, and Fort Riley, but still in Riley and Geary Counties and or western Pottawatomie County	<b>\$4.00</b>

*All passes and ticket cards are non-refundable.*

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### **Manhattan citywide fixed routes fares are as follows:**

Monthly Pass- \$30

A monthly pass provides unlimited rides for the passenger during the month indicated on the pass.

Single Fare

Adult- \$1

Youth (6-18) - \$.50

- KSU Faculty/Staff/Students w/current ID: *free point to point only from KSU Foundation, KSU Union, and Edwards Hall.*
- Seniors & Disabled-
- Passengers 60+, disabled, or low income may apply for a half-fare discount card by completing the half-fare application and attaching required verifications.

*The half-fare card and photo ID must be presented upon boarding to receive the half-fare discount.*

- Children (6 and younger)-Free  
All children under 14 must be accompanied by an adult.
- Personal Care Attendants-Free

aTa Bus Fare Sales

Single trip fares can be purchased from the driver for exact change only, checks are not accepted, and fixed route fares will be deposited into the fare box or collected by the demand response driver prior to departure. The driver will not make change.



Monthly fixed route bus passes may be purchased at the aTa Bus offices or at any Dillon's in Manhattan, Hy-Vee, or the Manhattan Town Center.

Demand response ticket cards are available for purchase from the drivers and are available at our office. The cost is \$24.00 for twelve \$2.00 punches.

## How do I Get a Ride?

Apart from scheduled fixed route services we also offer origin to destination "demand-response" general public transportation. Appointments for rides are taken Monday thru Friday from 7:00 a.m. to 5:00p.m. We schedule vehicles and drivers today to meet the demand for rides tomorrow. To assure a ride, it is advisable to book your trip as far ahead as possible. All requests for rides must be scheduled at least a day in advance. We can schedule rides for you up to two weeks in advance. For next day rides the cutoff time for scheduling is 5:00 p.m. the day before. Further, riders should not attempt to schedule a ride by leaving ride requests on the voice mail.

## Will Calls

A “will-call” is defined as not having a specific return time, and passengers calling the Dispatcher as soon as they are ready to return from their appointments. For situations when you need a ride but you can't be sure of the time the ride will be needed, we will schedule you for a “will call” ride. Please note “will-call” riders may have an extended wait for their return; our standard is to pick up the rider no more than 30 minutes after he/she has called into the office but please be aware that during peak usage, riders may wait for up to an hour before being picked up.

**All “will calls” must be received by the office no later than 5:00 p.m.**

## What Regional Services are Available?

The aTa Bus serves all of Riley County including the cities of Manhattan, Ogden, Randolph, Riley and Leonardville. aTa Bus also serves all of Geary County including the cities of Junction City, Grandview Plaza, and Milford. In western Pottawatomie County, aTa Bus serves the Green Valley and St George areas. aTa Bus also provides limited service on Fort Riley.

For northern Riley County riders who live five miles or more outside the City limits of Manhattan, we offer a zone service. This means that transportation services are available to you on certain days of the week. To find out the days and pickup times for your area please call the office at (785) 537-6345 or 1-877-551-6345 for further details.

Service to and from Ogden is available Monday thru Friday on the “Inter City Shuttle”.

The “Inter City Shuttle” provides transit services across the Junction City-Fort Riley-Ogden-Manhattan areas. Riders wishing to ride the bus need to call in to the office and schedule a ride. The bus has the following schedule and fixed pick-up locations:

**TO MANHATTAN**

**WHITE ROUTE**

6:00 AM	3:15 PM	JUNCTION CITY
6:30 AM	3:45 PM	MAIN P/X FORT RILEY
6:41 AM	3:56 PM	IRWIN ARMY HOSPITAL
6:50 AM	4:05 PM	OGDEN
7:10 AM	4:25 PM	ARRIVE INMANHATTAN

**RED ROUTE**

7:30 AM	11:45 AM	JUNCTION CITY
8:10 AM	12:15 PM	MAIN P/X FORT RILEY
8:21 AM	12:26 PM	IRWIN ARMY HOSPITAL
8:30 AM	12:35 PM	OGDEN
8:50 AM	12:55 PM	ARRIVE IN MANHATTAN

**TO JUNCTION CITY**

**RED ROUTE**

6:00 AM	10:00 AM	MANHATTAN
6:34 AM	10:44 AM	OGDEN
6:43 AM	10:53 AM	IRWIN ARMY HOSPITAL
6:54 AM	11:04 AM	MAIN P/X FORT RILEY
7:00 AM	11:10 AM	ARRIVE IN JUNCTION CITY

**WHITE ROUTE**

1:40 PM	5:10 PM	MANHATTAN
2:24 PM	6:04 PM	OGDEN
2:33 PM	6:13 PM	IRWIN ARMY HOSPITAL
2: 44 PM	6:44 PM	MAIN P/X MANHATTAN
2:50 PM	6:50 PM	ARRIVE IN JUNCTION CITY

***Riders must have a picture ID available in order to go on Fort Riley.***

## Pickup Times and Wait Policy

When scheduling a ride, the dispatcher will give the rider a pick-up window. This time is usually about fifteen to thirty minutes prior to the riders scheduled appointment time. The driver may arrive anytime during this pick-up window. Riders should be ready for pickup 10 minutes prior to the scheduled arrival window of the bus. Upon arrival, the driver will wait for FIVE minutes.

The driver will attempt to notify the rider that he/she is there. The driver will honk to alert the rider that the bus has arrived. If we cannot make contact with the rider we will assume that the rider is not taking the ride and you will be considered a **no show** for that ride. If the rider has any additional rides scheduled for that day he/she must contact the Dispatcher if you intend to take those other rides.

## Delays

We are proud of our record of getting riders to their destinations on time. Our standard for scheduled demand response ride pick-ups is to arrive no more than 15 minutes prior to the requested time and not more than 15 minutes after the requested time. If a driver is running behind and cannot meet this standard, the Dispatcher will contact the rider. For will call rides our standard is to pick up the rider no more than 30 minutes after he/she has called into the office, please notice however that during peak usage, riders may wait for up to an hour.

Please be aware that road work in and around the area or inclement weather may cause route detours on fixed route services, aTa Bus will take every measure to ensure that buses arrive on schedule; however, we realize that service may be detoured because of accidents or other instances beyond our control. Any service closures due to inclement weather will be announced on our website and on local radio and television stations. Please call 537-6345 or 1-877-551-6345 for any questions.



# No Show and Cancellation Policy

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, does not cancel the trip in advance or refuses to take the scheduled trip.

In order to provide the greatest service to all passengers, cancellation notice should be made no less than **one** hour prior to the scheduled pick-up time.

Cancellations made less than one hour prior to the scheduled pick-up time will be considered a late cancellation. This policy applies to all scheduled trips including subscription trips.

**A late cancellation is considered a no-show.**

## **Excessive No-Show/Late Cancellations:**

Any rider who demonstrates a pattern or practice of no-shows will be suspended from service. "A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incident." Rosemary G Mathias et al., "Practices in No-Show and Late Cancellation Policies for ADA Paratransit: A Synthesis of Transit Practice," TCRP Synthesis 60 6, (2005).

No-show/late cancellations are considered excessive when a customer reserves 7 or more trips within any month and no-shows and/or late cancels 20 percent or more of those scheduled trips. At no time can a customer's no-show/late cancellations exceed 7 within one month without causing a violation. This will be considered a *pattern or practice* of missed trips and the customer will be sent written notification that he/she has violated the No-Show/Late Cancellation Policy and is subject to suspension.

## **Suspensions**

Customers incurring excessive no show or late cancellations may be warned and then suspended for a reasonable period. Repeated violations of this policy will result in longer suspension periods each time. The following suspension periods shall apply

to violations of this policy that occur within the same rolling 12-month period.

- **1st Violation: Written Warning**
- **2nd Violation: 1 Week Period**
- **3rd Violation: 2 Week Period**
- **4th or Subsequent Violations: 8 Week Period**

### **Excessive Cancellations:**

Even though a scheduled trip is cancelled the same day at least one hour in advance of the established pick-up window, a pattern or practice of excessive cancellations may often cause service to be unavailable at a time other passengers may desire the service. This often results in more frequent negotiated pick-up times and extended “**hold times**” when other passengers are trying to schedule or check on a ride.

The policy is as follows: Riders canceling 50% or more of their trips scheduled with a minimum of six (6) cancellations within a ninety (90) day rolling period, may be subject to a 14-day suspension from service.

A rider may appeal a suspension through the grievance procedure process. Rides will continue during the appeal process. A no-show or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.

## **Can Children Ride the Bus?**

Children 10 and under can ride the demand response service for free. All children under the age of twelve must be accompanied by an adult on demand response trips.

Children under four years old must be in a child safety seat, while children 4-8 years old must be in a safety or booster seat unless they weigh more than 80 lbs. or are taller than 4 ft. 9 inches tall. The child must be secured with an appropriate child seat

provided by the parent or guardian. The parent or guardian will properly fasten such devices using the vehicle seatbelts.

Children riding the fixed route services, who are 6 and younger, can ride the service for free. All children riding fixed route services under 14 must be accompanied by an adult.

## Will You Transport Animals?

For policy purposes, animals are considered either service animals or pets.

**Service animals** will be transported with their owners without restriction or extra cost. Service animals must be supervised and the owner/handler must retain full control of the animal at all times. Owners/handlers are responsible for cleanup of any waste or litter caused by the service animal and is liable for any damages the animals cause.

**Pets** may be transported with their owners if the pets are secured in an enclosed container and if they can be fit into the schedule. Pets have the lowest priority for transportation. Pets requiring emergency veterinary assistance will not be transported. An ill service animal is treated as a pet in this respect: such animals are not performing their service function.

## 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. The aTa Bus will allow subscription rides based on demand up to 50 percent of the available rides in a given hour. Subscriptions will be set up for riders taking two or more round trips per week. Subscriptions will be taken on a first come first serve basis.

It is the responsibility of riders 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 and late cancellation policy described above. In addition, two or more violations of the no show and late cancellation policy within a rolling 12 month period will result in the loss of subscription ride

privileges. Upon request, the rider may again be scheduled for a subscription after a 4-month suspension period.

Cancellations on the voice mail for rides scheduled before 7:30 a.m. daily must be made by 6:00 a.m., or they are considered no shows. 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.

## **Wheelchair Procedures**

Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

- Drivers will assist customers on approved wheelchair ramps.
- Drivers are not required to assist passengers in wheelchairs up or down stairs.
- Drivers will secure all wheelchairs with tie-downs and their passengers with lap and shoulder belts.

Riders using scooter type vehicles may be asked to transfer to regular seating for their safety. However, passengers with scooters cannot be required to transfer, nor is a Ta Bus required to transport any mobility device that exceeds the weight capacity and or dimensional capacities of the lift. The measurement of the lift platform is 34”x48” with a maximum lift capacity of 800 pounds.

## **Personal Care Attendants**

A personal care attendant is someone designated or employed specifically to assist the rider with daily life functions on a “regular” basis and may provide assistance during the ride or at the destination. One attendant per rider will be permitted to ride the bus without charge. To prevent potential abuse, a companion (e.g. friend or family member) does not count as a personal care attendant unless the rider regularly makes use of a PCA and the companion is actually acting in that capacity.

## **Personal Assistance to Riders**

Due to scheduling demands, drivers must limit their personal assistance to riders. Drivers assist riders with only those activities directly related to boarding or exiting the vehicle. Drivers may not enter a rider's home. Drivers shall not handle rider's keys, purses, garage door openers, or access any home security devices. Riders may bring grocery and personal items purchased at stores on the bus, but are limited to what the rider can carry in one trip. Riders should not expect aTa Bus to transport furniture items, including televisions, gardening items such as potting soil, or any items of weight exceeding 15 pounds. Drivers will be responsible for passengers entering and exiting the bus safely.

Only drivers will operate the power lifts provided with vehicles. While operating the lift, drivers may not at the same time be riding the lift. Drivers are not permitted to lift individuals required or wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such riders will be asked to provide their own personal care attendant to assist in their transfer.

aTa reserves the right to refuse to transport any rider whose driveway, sidewalk, or any other access is icy, snowy, or in other condition that impedes the driver from safely boarding or alighting the rider. Seat belts must be worn at all times when riding demand response vehicles.

NOTE: For "complementary para-transit" trips please refer to our fixed route ADA policies

## **Transporting Medical Equipment**

Passengers traveling with respirators, portable oxygen and other life support equipment must follow safety procedures that ensure protection of all passengers and transit employees. The portable oxygen tank may not exceed 15 lbs. in total weight, 29 inches in height, and 4 inches in diameter. Drivers will inspect any portable oxygen tank. Defective leaking or otherwise unsafe or unfit tanks will not be allowed on the vehicle. Portable oxygen tanks must be turned off when not in use. Drivers will secure

oxygen tanks in an upright position using a securement belt or system approved cargo belt. Oxygen tanks may be secured in an unoccupied area away from the side wall of the bus, to an isle side seat back or other areas designed by management. Passengers who wear or carry portable oxygen tanks must wear the seat belt provided. Ata personnel may not administer or assist with the administration of any medication. Any passenger requiring assistance while on the vehicle should travel with the assistance of a PCA.

## Conduct, Hygiene and Prohibited Behaviors

If at any time the driver judges that he/she is in an unsafe situation, the driver, with consent of the Dispatcher, will have the right to exercise judgment and stop the vehicle and ask passenger to get off the vehicle 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, and threatening the driver or fellow passengers, use of foul or derogatory language and sexual harassment. 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, with consent of the Dispatcher, 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 TOBACCO USAGE OR OPEN CONTAINERS, NO WEAPONS INCLUDING KNIVES OR AMMUNITION AND NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE NOT ALLOWED ON THE BUS.** If a passenger is found to have aforementioned item, they will be asked to vacate the bus immediately and will not be allowed to ride any more 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 with a minimum of 90 days Suspension from bus service.

## **Workplace Violence Zero Tolerance**

Threats of violence, threatening behavior, or acts of violence against any employees or other individuals are prohibited. The Flint Hills Area Transportation Agency 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.

Any person who threatens violence, displays threatening behavior, or engages in violent acts in aTa offices or in or around aTa vehicles will be removed from the area or vehicle as soon as safety allows. Said person shall be prohibited from entering aTa offices or riding or driving aTa vehicles until an investigation of the conduct in question has been completed.

Should the investigation establish a violation of this policy, aTa will take action up to and including termination of any business relationship, suspension or termination of employment, and civil or criminal prosecution.

No weapon, including firearms concealed or not, other instrument intended for use as a weapon, or any object capable of inflicting serious bodily injury upon another person or property may be carried in or on any vehicle of aTa Bus, even if a person has a permit to carry a concealed weapon, except for law enforcement personnel.

## **Grievance Procedure**

Passenger complaints will be referred to the Executive Director as soon as possible. A complaint form (see Appendix 1) should be completed for passenger complaints and problems. The drivers carry additional complaint forms. The driver will call with immediate concerns in to the Dispatcher for resolution. A customer who believes that he/she has suffered a grievance may also elect to discuss the matter with the Executive Director in person, but should do so within five working days of the date of the grievance. The Executive Director will respond to all grievances within five working days, 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 President of the Board of Directors within an additional five working days. The President will review the evidence presented by the party bringing the grievance and the Director during a meeting of the parties within thirty working days and will provide a decision at that time. If the parties to the grievance are not satisfied with the President's decision, the President will refer the matter to the full Board of Directors. That Board shall consider the grievance at their next regular meeting, but in no case more than sixty days after the President's decision was rejected. The decision of the Board of Directors is final.



# Appendix 1

**FLINT HILLS AREA TRANSPORTATION AGENCY**  
**Incident/Complaint Report/Grievance Report**

Date \_\_\_\_\_

Time \_\_\_\_\_

Complainant's Name \_\_\_\_\_

Description of the Incident: Please include full names of any other person(s) involved, addresses and phone numbers, if relevant.

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(Attach additional sheets if necessary.)

Submit to

*Flint Hills Area Transportation Agency Inc.*  
*5815 Marlatt Av Manhattan, KS 66503*  
*Attn: Anne Smith, Executive Director*

Signature \_\_\_\_\_ Date \_\_\_\_\_



Find us on the web at:  
[www.rileycountyks.gov/ATA](http://www.rileycountyks.gov/ATA)

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