

Dodge City Public Transportation

Complaint Form

Date of Incident: _____

Name: _____

Address: _____

Phone: _____

Please describe the nature of the complaint or incident.

Signature

Date

Submit form to:

Supervisor of Transportation Program, P.O. Box 880,
Dodge City, KS 67801



Dodge City Public Transportation

Passenger Policies and Guidelines

Hours/Days of Operation: Hours are Monday through Friday (except Holidays) from 6:00 am to 6:00 pm, with the last rides of the day scheduled no later than 5:30 pm.

Service Summary: We operate within Dodge City and up to 2 miles beyond the city limits. Whether you need transportation for medical appointments, shopping, work, education, visiting a sick friend, recreation, or any other purpose, we are here to ensure that you get there safely and on time. All of our vehicles are ADA accessible with lifts and state of the art 4-point tie down wheelchair securement systems. Our professional drivers are trained to provide safe transportation while on board our buses, and will assist with wheelchair boarding and de-boarding.

D-TRAN Fixed Route bus service consists of three bus routes and 45 designated stops located throughout Dodge City. Buses arrive at each stop every hour at the same time, from 6 am to 6 pm Monday through Friday. There are free transfers between routes in order to reach your destination. Transfers can be made at the Santa Fe Depot Transit Center the Midpoint Transfer at Wal-Mart and a limited number of other stop locations.

Para-TRAN is door-to-door paratransit service available for persons who, because of a disability, are unable to use the D-TRAN Fixed Route Bus Service. The Para-TRAN service area is Dodge City plus 3/4 of a mile on each side of D-TRAN fixed routes. Riders must be certified as eligible to use the service by submitting an application which includes the assessment and signature of a qualified health professional in accordance with the Americans with Disabilities Act of 1990. Examples of people who may be eligible are those who, because of a disability, are unable to get on or off a regular bus; walk three city blocks or more to access a fixed route bus stop.; and read, understand, or follow bus information.

R-TRAN is Regional Demand Response Service outside the 3/4 mile Para-TRAN zone, and up to 2 miles beyond the city limits. On a first come first served basis, anyone may schedule a door-to-door R-TRAN ride if the ride's origin or destination is beyond the 3/4 mile Para-TRAN zone and within a 2 mile radius of City limits. If moving from one location to another while in town, door-to-door rides are available only to passengers with an approved Paratransit application. All other are required to use D-TRAN.

Scheduling Rides: Para-Tran and R-Tran passengers must schedule rides through our dispatcher by calling **877-323-3626**. Passengers are strongly encouraged to book rides at least 24 hours in advance, as we schedule rides on a first come first served basis. Same day rides may not be possible due to scheduling conflicts. Passengers must book rides to and from their destination.

Fares:

	Fare	Half-Fare*
Adults (one way):	\$1.00	50 cents
Youth ages 6-18 (one way):		50 cents
Children ages 0-5 ride free		
Monthly Pass	\$30.00	\$15

*60 and older, disabled, or low income with application
*Half-Fare applies only to D-TRAN

Children 5 and under ride free with a paying passenger. One Personal Care Attendant (PCA) may ride free with a disabled passenger. Children 10 and under must be accompanied by a person 16 and older. Youth 11 to 16 must present picture ID to driver on boarding in order to ride alone.

Seat Belts and Child Safety Seats: All passengers are expected to wear seatbelts. Children weighing 80 pounds or less shall ride in the appropriate Child Safety Seat per the following:

- Birth to One year of age—infant seat facing backward
- 20 to 40 pounds—Convertible seat facing forward
- 40 to 80 pounds—Booster seat

Child safety seats are available on all *Dodge City Public Transportation* vehicles for parents/guardians to use on a first come first served basis.

Pickup times/wait policy: The pick-up window is 15 minutes before and 15 minutes after scheduled pick up time. Passengers must be at the main entrance 15 (fifteen) minutes ahead of their scheduled pick up time. Drivers will wait no more than 5 (five) 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 5 (five) 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 cancelled.

No Shows/Cancellations: If a passenger books a ride and needs to cancel, he or she must call to let the dispatcher know as soon as possible. A No Show occurs when a passenger does not cancel a reservation at least two hours before the scheduled pick up time, and does not take the trip. This includes failing to be ready to board the bus within 5 minutes of its arrival, during the pick-up window. We will attempt to contact passengers who are not at the pick-up location when the vehicle arrives to let them know they must get to the vehicle within 5 minutes or receive a No Show and the driver will leave. **FINES: \$5 per No Show will be assessed.** Three or more unpaid No Shows and 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 scheduled round trip, the second half will be cancelled unless the passenger contacts us immediately to retain the second half of the round trip. Passengers will receive a warning in writing after they receive a second No Show within 30 days. After 3 (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 is suspended 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 and a minimum of 90 days suspension from bus service. Passengers 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. Passengers are not penalized for being a No Show if the bus arrived late (outside the pick-up window) or if a reservation error was made by the dispatcher.

**within two years of the most recent suspension.*

Personal Assistance to Passengers: Passengers who need special assistance should make this known when booking their ride. For passengers in wheelchairs, the driver will operate the lift or ramp. Passengers should keep their hands and arms inside the wheelchair arm rests. The driver will secure the wheelchair in the vehicle before moving. Drivers may enter a commercial lobby to assist a passenger to the vehicle but 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 (see limitations below) up to the door of the residence. One Personal Care Attendant (PCA) may ride free of charge with a disabled passenger in order to assist them with their personal needs.

Only drivers may 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 the passenger.

Prohibited Assistance by Drivers: 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 only allowed to make 2 trips to carry packages to the main entry door or lobby. Drivers are not permitted to transport furniture or appliances for passengers. Drivers will not assist passengers using mobility aids up or down stairs.

Mobility Aids: Section 37.3 of the DOT's regulations implementing the ADA Act of 1990 (49CFR Parts 27, 37 and 38) defines a "common wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Drivers may assist passengers using mobility aids. 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 passengers must provide their own PCA to assist in their transfer. Drivers are not permitted to push mobility aids whose weight of combined passenger and mobility aid exceeds 300 lbs. 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 system. Power driven mobility aids must be in the "off" position while on the lift.

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).

Conduct, Hygiene and Prohibited Behaviors: The driver is responsible for the safety of every passenger on the bus. If at any time the driver feels they are in an unsafe situation, the driver will have the right to exercise judgment and stop the vehicle and ask the 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, 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. Passengers who abuse any of the guidelines or cause any type of trouble on the bus, may lose their right to ride. At the driver's discretion, a passenger who engages in persistent inappropriate and/or dangerous behavior can be required to vacate the vehicle. No alcoholic beverages may be consumed on the bus. NO TOBACCO USAGE OR OPEN CONTAINERS, NO WEAPONS, AMMUNITION OR HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE ALLOWED ON THE BUS. NO SMOKING is allowed within 20 feet of the bus. If a passenger is found to have aforementioned items, 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, 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 and a minimum of 90 days suspension from bus service.

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

Bad Weather Policy: In the event of bad weather, check local radio/TV for any suspension of the Public Transportation service. Passengers can also call the dispatcher at 877-323-3626 or the Public Transportation office at 620-225-8160 to check the status of the service. If the management of Dodge City Public Transportation feels 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, drive-

way 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. which are not clear of snow and ice.

Emergencies: *Dodge City Public Transportation* is not designed for emergency medical 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.

Complaints: A passenger who believes he/she has suffered a grievance (ride-related actions, occurrences or attitudes perceived as unfair or inequitable) should immediately communicate the matter with the Supervisor of the Transportation Program or his/her designee (620-225-8160) in an attempt to arrive at a satisfactory solution.

If the problem cannot be resolved satisfactorily in this manner, the passenger may file a formal complaint as follows. This grievance procedure has been developed to assure passengers of fair and equitable access to our transportation services. Dodge City is Title VI Equal Opportunity and Civil Rights compliant as posted in the vehicles. Copies of this policy are available on request. In the event of suspension, information will be sent outlining the appeals process with the suspension letter. To file a formal complaint, the passenger is expected to communicate the matter in writing by completing the attached form, and within 5 (five) working days of the occurrence submit it directly to the Supervisor of the Transportation Program or his/her designee at City of Dodge City Public Transportation, P.O. Box 880, Dodge City, KS 67801. The Supervisor of the Transportation Program or his/her designee will have 5 (five) working days to investigate the grievance and respond, making every effort to resolve the grievance at this level.



Dodge City Public Transportation is administered by the City of Dodge City's Parks and Recreation Department. The program is funded in part by grant money from the state and federal transportation departments. Local governments representing areas served by the program contribute to the local match required by the grant program. It is understood that Dodge City Public Transportation passengers ride at their own risk.

**Scheduling
Para-TRAN
& R-TRAN
Rides**

**Passengers must
schedule rides through
our dispatcher by calling
877-323-3626**

**Please book at least
24 hours**