

City OF Derby Transportation

- DERBY DASH -

Operating Policies & Procedures



611 Mulberry, Suite 100
Derby, KS 67037
316- 788-7433
Fax: 316-788-9611

07/30/15

Table of Contents

General

| | |
|-------------------------------|---|
| Derby Transportation | 3 |
| Mission Statement | 3 |
| Who We Serve and Service Area | 3 |
| How to Contact Us | 3 |

Eligibility

| | |
|---------------------------------|---|
| Rides | 3 |
| Medical Necessity | 3 |
| Application Scholarship Process | 3 |
| Funding Sources & Programs | 4 |

Operations

| | |
|------------------------------------|-----|
| Office Hours | 4 |
| Service Hours | 4 |
| Scheduling a Ride | 4 |
| No Show/Cancellation Policy | 4-6 |
| Wait Time for Driver & Passengers | 6 |
| Pick-Ups & Drop-Offs | 6 |
| Late Vehicles | 6 |
| Boarding & Seurement of Passengers | 7 |

Accommodations

| | |
|-------------------------------------|---|
| Vehicles | 7 |
| Wheelchair & Other Mobility Devices | 7 |
| Attendant & Driver Assistance | 7 |
| Packages | 7 |
| Equipment | 8 |
| Guests | 8 |
| Service Animals & Pets | 8 |
| Child Seats | 8 |

Rules of Conduct

| | |
|------------------------------|-----|
| Rules for Safety and Comfort | 8-9 |
|------------------------------|-----|

Complaints

| | |
|----------------------|---|
| Complaint Procedures | 9 |
|----------------------|---|

Special Services

| | |
|-----------------|---|
| Chartered Trips | 9 |
|-----------------|---|

GENERAL

Derby Transportation

The bus service, equipped with accommodations for special needs of the elderly and the disabled, will provide low-cost public transportation for the City of Derby. This service will enable persons to be less dependent on others for a basic need—transportation. Trips will include the local grocery stores, banks, post office, medical facilities, Senior Center, and other facilities as determined by the needs of patrons. The weekday bus route will be demand-response (curb to curb) and will run within the city limits of Derby. Transportation will be available for pick-up service at 7:30 a.m. to 4:30 p.m. Monday through Friday. The Derby Dash will be closed on City-observed holidays. The reservation line will receive calls Monday through Friday between 7:30 a.m. and 3:30 p.m. Advance notice of at least 24 hours is required.

Mission Statement

The mission of the Derby Dash is to provide safe, accessible and affordable transportation to all citizens who reside in the city limits of Derby, in order to enhance access to programs, services and activities which will improve their quality of life and help maintain their choice of lifestyle.

Who We Serve and Service Area

All persons residing in City of Derby city limits are eligible. The area covers 10 square miles.

How to Contact Us

Derby Dash Dispatch (316) 788-7433(RIDE)
FAX number (316) 788-9611
Dee Williams, Administrator (316) 788-7433
Monday-Friday, 7:30 a.m.- 3:30 p.m. for scheduling rides, until 5:00 p.m. for information about Derby Dash or other transit resources in the community.

ELIGIBILITY

Rides

A ride card **must** be purchased prior to riding on the bus. A one-way ride costs \$2.00. Cards may be purchased at the Senior Center, City Hall located at 611 Mulberry, as well as Derby Dillons stores and the DRC. Call 788-7433 for information on how to purchase a card. Cards may be purchased in \$4.00, \$10.00 and \$20.00 increments. Ride cards purchased are non-refundable and have no expiration date. Ride cards must be out and ready for the driver to punch as you board the bus.

Medical Necessity Requests

Derby Dash will make every effort to make these requests a priority.

Scholarship Application Process

An individual must be determined eligible for subsidized rides through the application process prior to rides being scheduled. Information provided in the application is kept strictly

confidential. To obtain an application, contact the Derby Dash and indicate if assistance is needed in completing the application. Proof of income is required.

Once an individual is determined eligible and receives a confirmation letter, any changes of information provided on the application must be reported to Derby Dash including changes in name, address, phone number, contact person, or income status. Applications will otherwise be required to be updated on a yearly basis. Scholarship availability depends on donations to the Dash fund.

Funding Sources & Programs

The Derby Dash currently receives funding from the following sources that help make this service a possibility: Federal Transit Authority, City of Derby and donations.

OPERATIONS

Office Hours

The Derby Dash office hours are 7:00 a.m. to 5:00 p.m., Monday through Friday. The Derby Dash will be closed on City-observed holidays. Reservations for rides are taken from 7:30 a.m. to 3:30 p.m. and phones are answered until 5:00 p.m. for information about Derby Dash or other transit resources in the community.

Service Hours

The Derby Dash will run five days a week Monday through Friday, from 7:30 a.m. to 4:30 p.m. The Derby Dash will be closed on City-observed holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day following Thanksgiving Day, and for two days at Christmas.

Scheduling a Ride

Reservations for rides are to be made at least 1 day in advance by 3:30 p.m. Reservations can also be made on the day the ride is needed if space is available. Reservations can be made for a recurring ride on a first come first serve basis. A rider becomes a subscription rider when they consistently ride weekly at the same time. Customers must have the street address and phone number of their destination when scheduling a ride. Parents, guardians or day care providers must call and schedule a ride for children 10 years and younger. Rides will be scheduled on a first come first serve basis; therefore, not all requests for rides may be accommodated.

No-Show / Cancellation Policy

City of Derby understands that because Derby Dash requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Derby Dash also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service. The following defines Derby Dash no-show policy.

No-Show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location and the driver waits at least five minutes within the pickup window.

Pickup Window

The pickup window is defined as from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pick up time. Riders should be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear. **(Exception: school students we wait only 1-3 minutes.)**

Late Cancellation

A late cancellation is defined as either; a cancellation made less than one hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Derby Dash does not count as no-shows or late cancellations any trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late after the end of the pickup window
- Drivers arriving within the pickup window, but departing without waiting the required five minutes.

Derby Dash does not count as no-shows or late cancellations situations beyond a rider's control, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Derby Dash dispatcher when experiencing no-shows or late cancellations due to circumstances beyond their control.

Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are required to cancel any subsequent trips they no longer need.

Suspension Policies for Excessive No-Shows and Late Cancellations

Derby Dash reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one occurrence. Riders will be subject to suspension after they:

- Accumulate 5 occurrences of no-shows in a calendar year.

Derby Dash will notify riders/parents by telephone after they have accumulated 3 occurrences of no-shows that they would be subject to suspension after their 5th no-show.

The 4th violation in a calendar year triggers a warning letter. All warning and suspension notices include a copy of this policy.

Subsequent violations result in the following suspensions. Suspensions begin on Mondays unless you are a subscription rider. Subscription riders will have suspension effective on the following week on scheduled ride days.

- Fifth thru Ninth: 2 day suspension
- Tenth and subsequent violations: 1 (one) week suspension

Policy Disputing No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving a call or warning or suspension letter. Riders should contact the Derby Dash Administrator.

Policy Appealing Process

Riders wishing to appeal suspensions under this policy have the right to file an appeal, which must be in writing by letter or via email. Riders must submit written appeal requests within 10 business days of receiving suspension letters. Appeals will be heard by the Director of Operations. Contact address is, Derby Dash, 611 N. Mulberry, Derby, Ks. 67037, 316-788-7433, or email address to file an appeal.

Pick-Ups & Drop-Offs

For pick-ups, riders must be ready and waiting at the designated pick-up location. The bus will wait for a rider in front of, or as close as possible to, the rider's designated pick-up location. Drivers will not come to the door to assist passengers. If a rider needs assistance exiting the pick-up location or entering the destination location, an escort (**not provided by the Derby Dash**) must be available to assist and may ride free. The driver may assist the passenger from the curb into the bus if requested. Riders need to be prompt and have ride cards out and ready for the driver to punch as you board the bus.

If your pick-up is at an apartment complex or large institution, you should let the scheduler know when requesting the trip if there are any special instructions needed such as security gated entries, apartment building numbers, or multiple entrances. Otherwise, drivers will pick-up and drop-off at the main entrance or designated/predetermined points of entry for safety reasons. For drop-offs, the driver will drop the rider off in front of, or as close as possible to, the designated drop-off location.

Late Vehicles

Public transportation providers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, the bus may be late for a pick-up. If the vehicle has not arrived by 20 minutes after the scheduled pick-up time, please call the Derby Dash. Derby Dash staff will call scheduled riders when the bus is going to be late. They will know the status of the vehicle and what time to expect it. If a pick-up is more than 60 minutes after the

scheduled pick-up time, the ride will be free of charge unless the delay is due to inclement weather.

Boarding & Securement of Passengers

Drivers will secure wheelchairs and other mobility devices. In some cases, the driver may ask the rider to transfer to a seat if it is not possible to secure the passenger safely. It is the rider's choice to transfer or remain in their mobility device. Individuals who cannot board the vehicle using the steps may use a wheelchair lift for access.

ACCOMMODATIONS

Vehicles

The City of Derby has one 16-passenger bus available. This vehicle may be down due to maintenance from time to time and will be scheduled if possible.

Wheelchair & other Mobility Devices

The Derby Dash will attempt to accommodate wheelchairs. 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, the Derby Dash will not transport riders with broken mobility devices or devices without working brakes. Wheelchairs and other mobility devices must be clean, safe, and in good working condition. Motorized wheelchairs must be able to be locked down and will not be allowed to ride without being locked down.

Attendant & Driver Assistance

Attendants

- *Derby Dash does not provide attendants
- *May accompany a rider that requires assistance
- *Attendant can ride free of charge

Assistance Provided by Derby Dash Drivers

- *Assistance from the curb to the vehicle, boarding the vehicle and securement in the vehicle.
- *Securement of mobility device equipment and packages in the vehicle.
- *Loading and unloading some packages (see "Packages" section).

Assistance NOT Provided by Derby Dash Drivers

- *Assistance beyond the curb.
- *Locking/unlocking doors or activating/deactivating house alarms.
- *Loading and unloading personal items (except some packages).
- *Looking for a lost ride card.

Packages

Carry-on packages are limited to a total of five packages/bags. Drivers may help a rider carry packages from the curb and on/off the vehicle. Neither the driver nor City of Derby is held liable for any damage that may occur to packages/bags during transport. Packages will be placed inside the tub for transport. Packages or personal items left on the bus will be held for 24 hours; however, perishable items will be put in the trash at the end of the day. If there is a

violation of the five packages/bags limit, the following will result: 1st warning will result in a verbal warning and reminding of the rules, 2nd warning will result in a warning letter and a copy of the bus rules.

Equipment

Persons traveling with portable oxygen or other support equipment may be transported if it does not interfere with passenger's safety and is not prohibited by Hazardous Materials Regulations.

Service Animals & Pets

Guide dogs and other service animals are allowed to accompany riders. Please inform the Derby Dash office when scheduling a ride if a service animal or pet will be accompanying you. The animal's care and safety is the responsibility of the owner. Any pet being transported must be in a pet carrier.

Child Seats

The Derby Dash in accordance with State law, does not provide child restraints or seats. Drivers are not permitted to carry children on or off the vehicle. If your child needs assistance you must provide it. Children three years and younger ride for FREE.

RULES OF CONDUCT

The following rules are enforced for everyone's safety and comfort. Inappropriate conduct will not be tolerated at any time.

1. No smoking allowed on board the vehicle.
2. No riding under the influence of alcohol or illegal drugs.
3. No abusive, threatening or obscene language or actions.
4. No physical or verbal abuse of other riders or the driver.
5. No standing while the vehicle is in motion; passengers must remain properly seated at all times.
6. Shirt and shoes are required.
7. No loud noise or movement to distract the driver.
8. Riders are not to extend arms, hands, heads, or any body parts outside windows.
9. Anyone with incontinence must be dry upon boarding the vehicle.
10. Riders are not allowed to have bodily fluids, blood components, exposed mucus membranes, skin exposed wounds present on the body, or on any personal item.
11. No more than 5 packages/bags are allowed.
12. Riders will be expected to pay for damages they cause.
13. Must obey all instructions from the driver.

Fire Arms and Weapons

NO open carry of fire arms or weapons of any kind will be allowed on the Dash.

The driver has the discretion to take measures if a rider engages in persistent inappropriate or dangerous behavior. This discretion may include the Derby Dash refusing service or a driver putting a rider out of the vehicle or calling authorities if necessary. Riders who violate these rules of conduct are subject to suspension of service. Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution. Drivers will report violations of rules to dispatch.

If a violation occurs, these actions will be taken:

1. The *first violation* will result in a Conduct Warning issued and given to the rider. The warning must be signed (by a parent or guardian, for minor riders) and returned to the driver before the rider is permitted to again board the Dash.
2. The *second violation* will result in a suspension from the Dash for one week.
3. The *third violation* will result in a letter stating that the rider is suspended from the Dash for three weeks.
4. All *additional violations* in any 12-month period will result in a letter stating that the rider is suspended from riding the Dash for six months.

Complaints

Complaint Procedures

Every rider has a right to dispute or file a complaint regarding service. Contact Derby Dash Dispatch at (316) 788-7433. Dispatch will receive telephone and other verbal complaints, document the complaint on a Complaint Feedback Form and immediately notify the Administrator. If a satisfactory solution cannot be reached, a written grievance may be filed within 10 days of the incident or complaint to: the Derby Dash Bus Transportation Administrator. If an agreement cannot be reached, contact the City of Derby Director of Operations for an assessment of the situation.

Director of Operations
611 Mulberry
Derby, KS 67037
(316) 788-1519

Special Services

Chartered Trips

Derby Dash offers a chartered trip service for the City of Derby. Destinations may include inside and outside Wichita, within the state of Kansas. Contact the Administrator to schedule a trip. Derby Dash “Rules of Conduct” must be followed on a charter trip.

Two weeks advance notice is requested for chartered trips. In order to prepare our drivers for the trip, Derby Dash requires the following information: names of individuals going on the trip, where pick-up will originate, destination, time, stops along the way, any special needs for passengers, and return time. Chartered trips are quoted as one price; which includes cost of the administration, driver and fuel. The bus will only be driven by City of Derby personnel at any time during the trip. It is the responsibility of the individual scheduling the transportation to collect passenger fares. Application is available at the Derby Dash office.