

# Quivira

## Transit



### General Public Transportation

# PASSENGER GUIDELINES

Monday-Friday · 7:30 a.m.-5:00 p.m.  
114 East Ave. North · Lyons, KS 67554



**620-257-5153**

Thank you for your interest in  
Quivira Transit.  
a service provided to the  
General Public of Rice County.

*We hope this information answers any questions  
a passenger might have. Should a passenger  
require any additional information, please contact the  
Quivira Transit office at 620-257-5153  
or visit us at 114 East Ave. North, in Lyons.*



### **How Does a Passenger Comment?**

We can resolve problems if we are informed, so please call. Passenger survey forms are distributed periodically. By completing these forms, we can understand your needs and concerns. Should a passenger have questions or complaints about the service, please promptly call 620-257-5153 and talk to the Dispatcher or Executive Director.

# WHO CAN RIDE?



Service is available to the **general public (all ages)**. Children less than 80 pounds in weight must be secured with an appropriate child seat (*advise dispatcher if you need one when scheduling your ride*). A parent or guardian must accompany all children under the age of 12. Out-of-County trips require anyone under 18 to be accompanied by an adult.

# HOW TO SCHEDULE A RIDE

Reservations or cancellations for Quivira Transit can be made Monday through Friday by calling the Rice County Council on Aging office at 620-257-5153. Same day reservations are available for In-County trips. However, 24-hour notice is appreciated. Out-of-County trips and same day reservations are available on a space-available basis. To help schedule your trip, please call the office up to 10 days in advance of the desired date. Rides are scheduled on a first-come, first-served basis.



## PLEASE BE READY TO PROVIDE:

- ◆ **Name of passenger**
- ◆ **Pick-up address:** exact location of pick-up including apartment building, entrance, etc.
- ◆ **Telephone number**
- ◆ **Date the ride is needed and number of stops**

# HOW TO SCHEDULE A RIDE

## ❖ **Pick-up time from home:**

The Quivira Transit is a shared-ride system. Allow extra time for the van to pick-up each passenger so that all passengers can reach their destinations on time. Pick-up times may vary due to length of appointments.

## ❖ **Destination with address:**

Certain public locations have specific drop-off and pick-up areas that must be observed.

## ❖ **Will a wheelchair or other mobility device be needed?**

All vehicles have an accessible ramp or lift. Anyone may use them to enter or exit the vehicle.

## ❖ **Will a personal care attendant or companion be riding?**

## ❖ **All stops must be pre-scheduled & approved at the time you schedule your trip.**

If you want to see the doctor, pick-up prescriptions and shop, you must list each stop with the dispatcher.

*Any changes after departure must be approved by the dispatcher for approval.*

## ❖ **Anyone may use the ramp or lift to enter or exit the vehicle.**

### **ATTENTION MEDICAID CLIENTS:**

Call the number on the back of your Medicaid card listed for **TRANSPORTATION**, you may be eligible for **FREE** transportation to medical appointments!



# WHAT DOES IT COST?

## In-County Trips

- ◆ \$ 1.50 per one-way trip in town.  
Lyons in Lyons, Sterling in Sterling, etc.
- ◆ \$ 2.50 per one-way trip out of town.  
Lyons to Sterling, Geneseo to Lyons, =\$2.50.  
Crossing two towns is \$2.50 per town.  
Raymond to Lyons is Raymond to Chase,  
Chase to Lyons = \$5.00.



## FRIENDSHIP MEALS



*Anyone 60 years and older, in the Lyons City Limits, will be given a free ride to Park Place Senior Center and back home for Friendship Meals.*

## DISCOUNT CARDS

### Punch Card

\$20.00/20 punches at \$1.00 per punch  
(a \$30.00 value)

### Unlimited Punch Card

\$30.00/1 month unlimited rides in the town you live in  
(valid for cardholders' use only)

*Fares are to be paid by cash (exact fare), check, or by presenting a punch card. Passengers unable to pay for the trip MUST contact the Dispatcher to make payment arrangements PRIOR to the trip.*

**(ALL DISCOUNT CARDS ARE NON-REFUNDABLE)**

# COUNTY-TO-COUNTY TRIPS

**\$20.00 round trip** (Paid upon pick-up)

- ◆ Hutchinson, Ellsworth, Great Bend, McPherson, or town within the same mileage.

**\$35.00 round trip** (Paid upon pick-up)

- ◆ Wichita or town within the same mileage.

**County-to-County Round trip:**

- ◆ One trip to Wichita, Salina, Hutchinson, etc. & back home.
- ◆ Each round trip includes one (1) extra stop.
- ◆ Additional stops are \$2.00 each.



Fares are to be paid by cash (exact fare), check, or by presenting a punch card. Passengers unable to pay for trip MUST contact the Dispatcher to make payment arrangements PRIOR to the trip.

## PETS (NOT SERVICE ANIMALS)

Advance notice shall be given to the Dispatcher if you have a pet riding with you.

- ◆ Small pets may be transported in a pet carrier to and from the veterinary office within the county.
- ◆ Passenger must be able to carry the pet and carrier.



# WHERE CAN I GO?

## In-County Trips

Medical appointments, grocery shopping, banking, school, post office, visiting, & more.



## Out-of-County Trips

Medical Appointments:  
*Passengers need to make appointments according to the Quivira Transit schedule.*



*Business, shopping, and other destinations with flexible scheduling.*



# SERVICE ANIMALS (NOT PETS)

If you are riding with a service animal, notify the dispatcher when booking your ride. This will ensure adequate space is available for you and your animal.

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.



# PERSONAL PASSENGER ASSISTANCE

The driver will greet all passengers in a professional and friendly manner. **The drivers must limit their personal assistance to passengers.** The drivers are permitted to assist passengers with activities directly related to boarding or exiting the van. The drivers may assist with coats, doors, and packages. Passengers may bring packages onto the van, but the number is limited to what the passenger can carry at one time. The driver is unable to transport furniture, gardening items, firearms, fuel or any other hazardous material.

*Drivers are not permitted to lift passengers.*



# CANCELLATIONS/NO SHOWS

To cancel a scheduled ride, please call 620-257-5153 by 7:30 a.m. on the day your ride is scheduled. A medical emergency is the only acceptable reason for not cancelling a scheduled ride. A medical emergency is defined as being hospitalized or physically unable to use the phone.



The Quivira Transit allows individuals who have been denied services or have a grievance, to file an appeal. To file an appeal, please send your request in writing to:

Rice County Council on Aging, Executive Director  
114 East Ave. North  
Lyons, KS 67554



# CANCELLATIONS/NO SHOWS

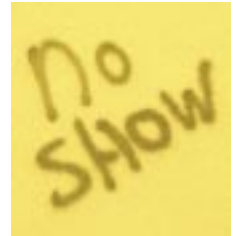
Failure to cancel the ride by the specified time is a 'No-Show.'  
Policy regarding a no-show is:

**1st offense:** Rider is reminded of this policy.

**2nd offense:** 2nd reminder of this policy.

**3rd offense:** Rider's transportation privileges will be suspended for up to 30 days.

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# ON TIME DESTINATIONS

It is Quivira Transit's goal to provide the greatest number of customers with prompt, efficient, and friendly service. The following are ways passengers may help us serve them:



- ◆ Make reservations as early as possible.
- ◆ Allow plenty of time to reach your destination.
- ◆ Be prepared for delays due to traffic or bad weather.

*With the cooperation of all passengers, we will do our best to have you to your destination on time.*

# WHEELCHAIR PROCEDURES

The RCCA drivers will assist passengers on **approved** wheelchair ramps. **The drivers are not allowed to assist passengers in wheelchairs up or down stairs.**

Only the RCCA drivers are allowed to operate the ramp and/or lift and restraint systems.



The driver will assist in securing wheelchairs, mobility devices, and any medical equipment



in the van. Any passenger whose wheelchair or mobility device can not be secured will not be denied a ride or required to transfer to a seat. The RCCA will not transport any riders medical equipment that can not be secured.

The wheelchair RAMP in mini vans has a 800 lb weight limit, including the user and device. The wheelchair LIFT in Ford Transit vans has a 1,000 lb weight limit, including the user and device.

The Quivira Transit allows individuals who have been denied services or have a grievance, to file an appeal.

To file an appeal, please send your request in writing to:



**Executive Director**

Rice County Council on Aging  
114 East Ave. North  
Lyons, KS 67554

# WHAT IF THE VAN IS LATE?



If the van is **more than 15 minutes late** for a scheduled pick-up, call 620-257-5153; the dispatcher will check the arrival time. The driver or dispatcher may have discretion to change departure or pick-up times if needed. ALL



changes in scheduling must be documented and reported to the dispatcher **PRIOR** to the change. When the driver arrives at a location to pick up a passenger, the driver will honk the horn if the passenger is not visible. If the passenger does not respond to the

honking of the horn, the driver will go to the door and ring the doorbell or knock on the door.



## **THE DRIVER WILL WAIT 5 MINUTES**

*If the passenger fails to show or answer the door, the driver will notify the Rice County Council on Aging office and the ride will be recorded as a cancelled "No-Show."*

# CODE OF CONDUCT

*It is the Quivira Transit policy to provide the safest and most efficient service to our customers. Customers who abuse the Code of Conduct guidelines can adversely affect the program as a whole. For the safety and comfort of all passengers, we have established policies that address conditions where a passenger's conduct may adversely affect others involved with our service.*

## **THE FOLLOWING LIST IDENTIFIES OUR POLICY ON PASSENGERS CONDUCT:**

### **ELECTRONIC EQUIPMENT**

Riders may not operate any audio or visual equipment that infringes upon other passengers' comfort, safety, or impairs the driver's ability to transport passengers safely. This includes, but is not limited to, MP3 players, video games, cell phones or any device with sound.

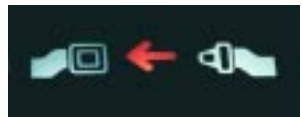


### **QUIVIRA TRANSIT PHONE**

Only the driver will operate the Quivira Transit telephone. The drivers and/or passengers are not allowed to use the cell phone for personal calls. In case of emergency, such as when or if the driver is incapacitated, someone other than the driver may operate the phone.

### **SEATBELTS**

Must be worn at all times when the van is moving. Child safety seats are available, please advise dispatcher if you are in need of one when you schedule your ride.



# CODE OF CONDUCT, CONT.

## WEAPONS AND HAZARDOUS MATERIALS

No weapon without a permit or hazardous material may be carried in the van or in to the Rice County Council on Aging offices. For more information about this policy call **620-257-5153** and ask to see the Prohibited Weapons and Materials policy.



## UNSAFE CONDUCT

Unsafe conduct is seen as any act that creates the potential for injury or death to the driver, passengers, or the general public. Such actions include, but are not limited to, intoxication, fighting, arguing, threatening the driver or fellow passengers, use of foul language, & sexual harassment. A written statement will be taken from the person making a complaint about alleged incident and given to the Director of the Rice County Council on Aging. At the driver's discretion, a passenger who engages in persistent, inappropriate and/or dangerous behavior can be required to vacate the vehicle.



## HYGIENE

Individuals with offensive body odor, due to a disregard for cleanliness, will receive a letter from the Director informing them of the problem. If the problem is not taken care of by the next ride, they will be suspended from service until such time the problem has been resolved.



## BICYCLES

The RCCA does not allow bicycles on the transit vehicles. There are no exceptions.

# CODE OF CONDUCT, CONT.

## VEHICLE MAINTENANCE

All passengers are expected to help keep the vehicle clean and orderly. Passengers are asked to dispose of trash by placing in a proper trash receptacle.

## FOOD, DRINKS, OR TOBACCO

Food and liquids will be allowed on the van in closed containers with secure lids. It is the driver's discretion whether the food and/or drink will be retained by the passenger. The driver has the right to secure the drink in the front of the vehicle for the duration of the trip. No alcoholic beverages can be opened or consumed in the vehicle. Disputes with the passenger regarding drinks in the van should be written up on an Incident Report and submitted to the Director. Passengers and driver will be responsible for removing all personal trash/drinks, etc., from the van at the end of their trip.



## OXYGEN

All oxygen tanks must be secured in the vehicle.

**ABSOLUTELY**



**WITHIN 25 FEET OF THE VEHICLE.**

# DISCIPLINARY POLICY

Upon notice of passenger misconduct, the Director will investigate the incident within 10 days and, if deemed necessary, will implement the following:



- 1st offense** may result in suspension of service for up to 30 days.
- 2nd offense** of any kind within one year shall result in suspension for up to 60 days at which time passenger may reapply for Quivira Transit service eligibility.
- 3rd offense** of any kind within one year shall result in suspension for up to one (1) year. At the end of the suspension, you may reapply for eligibility for the Quivira Transit service.

*Prior to any disciplinary action, the Director will notify the passenger and/or passenger's representative in writing.*

## Equal Opportunity Transportation and Civil Rights

Quivira Transit will not discriminate against any person on the basis of sex, race, religion, national origin, citizenship, age, marital status, sexual preference, handicap, low income status, or disability. Every passenger has the right to file a complaint if they believe their rights have been subject to discrimination. Complaints may be filed with Rice County Council on Aging Director of Operations.

## Appeal / Grievance Policy

The Quivira Transit allows individuals who have been denied services or have a grievance, to file an appeal. To file an appeal, please send your request in writing to:

Rice County Council on Aging  
Attn: Executive Director  
114 East Ave. North  
Lyons, KS 67554





*Funding for Quivira Transit  
General Public Transportation  
services:*

- ◆ Kansas Department of Transportation
- ◆ Mill Levy
- ◆ Passenger Fees
- ◆ Donations
- ◆ Memorials

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