

ROOKS COUNTY TRANSPORTATION SERVICE, INC. Van Passenger Policies

It is the policy of the Rooks County Transportation Service, Inc. to provide public transportation for any Rooks County resident to destinations within the county or to any of the four adjacent counties on a first-come-first served basis.

Program Summary

The Rooks County Transportation Service (hereinafter “the Van”) is a transportation service owned and operated by the Rooks County Health Center (RCH), Plainville, KS.

Service is provided from Rooks County, KS, to destinations within the county or in any of the four adjacent counties (Phillips, Osborne, Ellis, and Graham).

Hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. with latitude allowed for passenger appointment times. Special arrangements can be made on an individual basis.

Public transportation services are available for all. No preference is given to riders based on income, age, or disability.

Rides are provided on a donation basis; no fares are charged. Suggested donations are \$2.00 for rides within the city limits of Plainville and \$5.00 for rides outside Plainville city limits.

Passengers should schedule rides 24-48 hours in advance if at all possible. All Van schedules and routes change daily.

Designated RCH business office staff schedules ride service.

The Driver is responsible to transport all eligible persons to and from their designated locations in a safe and efficient manner.

All comments or complaints about service are to be submitted in writing to the Transportation Manager or Hospital Administrator at the Rooks County Health Center.

Scheduling and Ride Requests/Bus Routes/Driving Conditions:

Van routes follow a daily schedule based on rider demand as coordinated by the RCH office staff and Driver.

All Van routes are subject to change.

The RCH business office staff, under the supervision of the Transportation Manager, coordinates all ride requests. The Driver will follow verbal and written instructions in regard to passenger service. Passengers can make ride service requests to the RCHC business office staff verbally or in writing. Passengers making ride requests are expected to give the staff pertinent information needed to schedule trips. Some demand response for service requests may be accommodated if the route and schedule allow.

Driver will have the right to exercise judgment as to whether he /she can safely drive on a particular roadway, driveway, or highway.

Passenger Departure and Pick-up Times:

The RCHC business office staff and the Driver schedule all departure and pick-up times for passengers. Driver may have discretion to change departure or pick-up times if needed.

Designated Appointment Locations:

Designated appointment locations are medical facilities, dialysis treatment center, physician's offices, beauty shops, senior centers, grocery stores, business office, etc.

Driver is responsible to stay with passenger at designated location **if schedule allows**.

Bus Fares/Cash Donations:

Rides are provided on a donation basis; no fares are charged. Suggested donations are \$2.00 for rides within the city limits of Plainville and \$5.00 for rides outside Plainville city limits.

Passengers should be prepared to make donations with the correct change or to pay by check. The Driver should not make change from his/her personal money.

Passenger Pick-up/Wait Time:

When Driver arrives at a location to pick up a passenger, the Driver will honk the horn if the passenger is not waiting on the porch or other visible area.

If passenger does not respond to Driver's horn, the Driver will go to the door and ring the doorbell.

If passenger is at a shopping center, hospital, nursing home, physician's office, etc., the Driver will notify the secretary or receptionist of the name of the passenger and have him/her paged.

If the passenger is at a senior center, the Driver will notify the senior center or meal program manager and have the passenger paged.

The Driver will wait for five (5) minutes for a passenger. If the passenger fails to show or answer the door, the Driver will notify the Van office, and the ride will be recorded as a no-show.

Passenger Assistance:

Common courtesy from both the passenger and Driver is expected.

Driver will greet all passengers in a professional and friendly manner.

Driver will assist all passengers in entering and exiting the vehicle passenger doors as necessary.

Driver will assist all passengers who have assistive mobility devices (wheelchairs, walkers, canes, etc.).

Nursing homes are requested to provide a nurse aide or nurse to accompany all residents/ passengers who have special needs.

Driver will assist passengers with their personal items if needed. Driver may assist passengers by carrying a reasonable amount (at his/her discretion) of groceries/bags/boxes to the front porch of the passenger's residence.

Driver may provide further personal assistance to the passenger such as assisting with shopping, or delivering a message with prior approval of the Transportation Manager.

Passenger Safety/Seat Belts:

Driver is responsible for the safety of all passengers while providing transportation to persons to and from designated locations.

If at any time the Driver feels he/she is in an unsafe situation for the passenger or the vehicle, Driver will have the right to exercise judgment to stop vehicle or ask passenger to get off vehicle.

Wearing seat belts is the law. Wearing them properly is required. Passengers are expected to fasten their seat belts when riding in the vehicle. When necessary, the Driver will provide the passenger assistance fastening and unfastening all seat belts and shoulder restraints.

All passengers are expected to stay seated in the vehicle with seat belt on until the vehicle comes to a complete stop.

Wheelchair Locks and Restraint Systems:

Only the Driver will operate all wheelchair lifts and restraint system equipment in the vehicle. This includes all control switch boxes.

Only one person and his/her wheelchair are allowed on the lift when it is in operation.

Persons not using a wheelchair but who have difficulty using the steps in the front entrance of the van may ride the lift but must hold the lift handles securely during operation. Only one passenger at a time is allowed to use the lift.

Driver is responsible to see that all disabled persons are properly locked in wheelchair locks and restraint system belts before moving vehicle.

Disabled passengers are also required to wear seat belts and shoulder straps. If securement is not possible, the driver will ask the rider to transfer to a seat or advise the rider of the unsafe condition and continue with transport.

Medical Equipment:

Driver should securely store all medical equipment not in use (oxygen tanks, walkers, etc.) or place it in such a way as not to cause a hazard in case of a sudden stop.

Transporting Children:

Children under age five (5) cannot ride without an accompanying adult.

Parents of children of any age who require special assistance are required to give advance notice to the transportation coordinator.

Child Safety Seat Policy:

All Passengers must use the seatbelt/shoulder strap restraints provided. Children under 80 pounds must ride in a car seat or child booster seat. Parents of children of any age who require special passenger assistance are required to give advance notice to the transportation coordinator.

Service Animals:

Driver will permit service animals in vehicle to accompany passengers with disabilities.

Pet Transportation:

Driver may transport pets for passengers. Pet owners should provide a pet carrier for the pet to ride in. If the pet owner does not have a pet carrier, the pet must be on a leash and held in the passenger's lap.

Bicycles:

Bicycles will be transported on van with prior notice given at time of scheduling.

Cellular Telephones or Other Communications Equipment:

Only the Driver will operate the cellular telephone or other communication equipment.

Passengers will not be allowed to use the Van's cellular telephone for personal telephone calls.

Only in an emergency situation should someone other than the Driver operate communication equipment.

Vehicle AM/FM Radio, CD, or Tape Player:

AM/FM radios, CD's, and cassette players may be played at the request of passengers, but the Driver will control all volume levels so as not to cause disturbance for Driver or other passengers.

Accidents or Incidents:

Accidents or incidents, no matter how minor, will be reported immediately to the Van office and the proper authorities.

In the case of an accident, Driver will not move the vehicle until the proper reports have been completed and filed and the authorities have given permission to move the vehicle.

In case of an accident or incident that requires passengers to exit or evacuate the vehicle, the Driver will be responsible to see that all passengers are exited or evacuated immediately according to training received.

Vehicle Maintenance:

All passengers are expected to help keep the vehicle clean and orderly.

Passengers are asked to throw trash away or give it to the Driver to throw away.

If passengers eat or drink in the vehicle and spill or make a mess, they should notify the Driver immediately so he/she can assist them and provide clean-up.

The Driver will clean up bio-hazardous spills caused by passengers according to the agency-required exposure control plan and procedures.

Housing of Vehicles/Passenger Loading Area:

Vans will be parked in the designated spaces at the RCH Education Center at 409 N. Washington, Plainville, KS.

All passengers meeting the Van at RCH are requested to park their vehicles and meet the Van in front of the building unless other arrangements have been made with the Driver or through the business office staff.

Cancellations:

Cancellation of a ride must be made by 8:00 a.m. on the day the ride is scheduled by calling the RCH business office. A medical emergency is the only acceptable reason for not canceling a ride. A medical emergency is defined as being hospitalized or physically unable to use the telephone.

Failure to cancel rides by the specified time will be tracked on a quarterly basis (January – March, April – June, etc.) and will result in the following actions:

1. The first time the rider fails to cancel a ride, he/she will receive a verbal or written warning.
2. The second time a passenger fails to cancel a ride, he/she will lose public transportation privileges for one month.
3. The third time a passenger fails to cancel a ride, he/she will lose transportation privileges for 90 days.

No-Show Policy:

When a rider does not call in a cancellation and the Driver makes a “dead” trip, the Driver considers that passenger a no-show for that day. No-shows will be subject to the same regulations as cancellations.

Smoking:

No smoking or other tobacco use by passengers or Driver is allowed in the vehicle at any time.

Alcoholic Beverages:

No consumption of alcoholic beverages is allowed in the vehicle at any time.

If a passenger is intoxicated, he/she will not be allowed to ride.

Concealed Weapons

Weapons of any kind are strictly forbidden on any Rooks County Transportation Service van. This policy applies to both passengers and Driver. However, it shall not prohibit the following persons from carrying a weapon on a Transportation Service van: (1) law enforcement officers on duty; and (2) security personnel/officers employed by or contracted with the Transportation Service, either directly or through the Rooks County Health Center, and who have been granted express permission by the hospital to carry a weapon while on duty.

Inconsiderate or Abusive Passengers:

The Driver will report immediately to the Transportation Manager or Hospital Administrator any occurrence of a passenger being chronically inconsiderate or abusive to the Driver or other passengers.

The person making the complaint should make a written statement and turn it in to the Transportation Manager or Hospital Administrator.

Upon receipt of the written complaint, the alleged disruptive passenger will:

1. Receive a written summary of the allegation with a warning of more serious restrictions if there is another incident.
2. With a second complaint, the passenger will be restricted from riding the Van for a period of one month.
3. With a third complaint, the passenger will be restricted from riding the Van indefinitely.

The Transportation Manager will notify the passenger of the restrictions listed on #2 and #3 above only after consulting with the Hospital Administrator.

Grievance Procedure:

The party having a grievance with the Van service will state in writing the nature of the grievance to the Transportation Manager or Hospital Administrator, who will contact the individual making the complaint personally to try to settle the problem informally.

If the individual and the Transportation Manager or Hospital Administrator cannot reach an agreement, the individual may appeal the grievance in writing to the Rooks County Transportation Service Board of Directors.

After reviewing the written appeal and consulting both parties, the Rooks County Transportation Service Board shall render a decision in writing.

The Rooks County Transportation Service Board's decision is final.

Passengers who ride the Rooks County Transportation Van should understand that they ride at their own risk. No liabilities will be accepted.