

Lincoln County Public Transportation Bus Passenger Handbook



**Lincoln County Transportation Bus
216 E Lincoln Ave
Lincoln, Ks 67455**

785-384-0015 (Local)

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Hours of Operation

Services are available to the general public serving all of Lincoln County residents. Services will be available Monday-Friday 8:00-5:00

Fares: Effective October 10, 2021

In City of Lincoln \$2.00 Up to 20 miles
All other rides are charged by mileage.

21-30	\$5.00	31-50	\$6.00
51-60	\$7.00	61-80	\$8.00
81-100	\$10.00	101-120	\$11.00
121-140	\$12.00	141-160	\$13.00
161-180	\$14.00	181-200	\$15.00
201-220	\$16.00	221-240	\$17.00
241-260	\$18.00	261-280	\$19.00

Scheduling Rides

All rides within the county should be scheduled one day in advance, if possible, but not required. Trips to all points are filled on a first come first serve basis. Trips outside the area need to be scheduled 2or 3 days in advance, if possible, to ensure drivers are available.

Conflict For ADA [wheelchair van]

Every effort will be made if more than one rider needs the vehicle at same time. We will call Lincoln Park Manor at 785-524-4428 and see if they can help us out. If not the first caller becomes the priority.

Passenger Departure, Pick-Up, Wait Times

The Transportation Director/Driver will schedule the rides. This is a curb-to-curb service that each ride needs to be arranged by calling the Transportation Bus Driver. We don't have a routine schedule.

- **Pick up Policy:**

- When the driver arrives at the location:
 1. Honk the horn to indicate your arrival
 2. Wait time should not be more than 10 minutes.
 3. If necessary, drivers will go and knock on door. At apartment buildings, driver swill only go as far as the ground floor. At a nursing home or a business, the driver may enter the building and check lobby or ask someone.
 4. Three times a person has a ride scheduled and is not there for the ride, can result in suspension.

Cancellations

Cancellation of a ride must be made 30 minutes prior to pick-up time on the day the ride is scheduled by calling the Lincoln County Transportation Bus phone number.

Passenger/Rider Responsibilities

Vehicle Safety:

- Seat belts will be worn at all times. It's the Law!
- There is no smoking on any vehicle.
- Passengers are expected to stay seated in the vehicle with seat belt on, until the vehicle come to a complete stop.

Personal Wellbeing:

- Passengers are expected to behave and act in a responsible, appropriate manner. Passengers shall not engage in activities such as fighting, hitting, throwing objects, etc. Inappropriate conduct including behaviors that present a danger to other passengers will not be tolerated. Engaging in such activities may result in limiting the individuals usage of the Bus service, decisions will be left to the driver, based on passenger safety.

Passenger Assistance

- Drivers will assist all passengers in entering and exiting the vehicle as needed.
- Drivers will aide all passengers in opening and closing all vehicle doors as needed.
- Drivers will assist all passengers who have mobility devices (wheelchairs, walkers, canes, etc.) to enter or leave the vehicle as needed.
- Drivers will assist passengers with packages to their front door, as needed.
- Nursing homes are requested to provide a nurse, nurse aide or family member to accompany all resident/passengers that need assistance to get to their destination.
 - Passengers may use the ramp or lift, if available upon request.
 - Passengers may bring assistive devices such as an oxygen tanks, walkers, canes etc. on the bus. The driver can assist by securing these devices in the storage area of the vehicle out of the way of other passengers. Riders may carry and use oxygen while riding the bus by using the device in a safe and appropriate manner.

Driver Responsibilities

- Common courtesy for all passengers is expected.
- The Driver will greet all passengers in a professional and friendly manner.
- The Driver will take all safety precautions during bad weather and will get to a safe area if time allows.
- If the Driver feels there is an unsafe situation the driver has the authority to stop the vehicle and/or ask passengers to get off the vehicle.
- The Driver has a cell phone for reporting problems or emergencies.

Wheelchair Ramp Operating Procedures

To assist a wheelchair passenger to board the bus:

1. Lower the ramp platform
2. Raise the center passenger seat into the vertical position, lock in position.
3. Push the wheelchair up the ramp into the vehicle and center it with the occupant facing forward.
4. Lock the brakes on wheelchair.
5. Secure the wheelchair with the 4-point lock system.
6. Secure the seat belt from the driver side of the van to the passenger side of van with the back seat belt. This belt will have extended to reach across to the belt.

To assist passenger off the van reverse loading procedure.

1. Drivers are all familiar with these steps.

Transportation of Motorized Devices

1. The Americans with Disabilities Act mandate transportation of motorized devices. The law states the following:
2. All devices that fit on lifts meeting Access Board guideline dimensions, 30" by 48"; and a maximum of 600 pounds for device/user combined are to be allowed to ride.
3. Our transportation system is required to use best efforts to restrain or confine the device to the securement area.
4. Our transportation system may not, in any case, deny transportation to a common device and its user because the device cannot be secured to or restrained to the system's satisfaction.
5. Our transportation system cannot require that a device user transfer into a vehicle seat.
6. Drivers must provide assistance with the use of lifts and securement devices.
7. Our transportation system must respect the passenger preference in regard to entering a lift platform and vehicle in a particular direction.
8. Passengers using cane's, walkers, and other standees with disabilities that do not use devices but have difficulty using steps must be permitted to use the lift, on request.

Cancellations

- The Director will make the decisions regarding changes due to inclement weather. If changes are made due to weather, the Director or driver will notify all scheduled riders regarding the changes by telephone.

Alcohol Beverages

- No drinking of alcohol beverages will be allowed in the vehicle at any time.
- If a passenger is intoxicated, they will not be allowed to ride.

Vehicle Maintenance

- All passengers are expected to help keep the vehicle clean and orderly by removing their trash such as empty cups, tissues, etc. as they leave the vehicle.
- If passengers eat or drink in the vehicle and spill or make a mess notify the driver immediately, so he or she can assist you and provide cleanup supplies.
- The driver, according to the required exposure control plan and procedures will clean-up bio-hazardous spills as instructed during training.

Accidents or Incidents

- Accidents or incidents no matter how minor will be reported immediately to the Lincoln County Transportation Director/Board of County Commissioners.
- Passengers may be asked to evacuate the vehicle after an accident has occurred.
- In the case of an accident the driver will not move the vehicle until proper reports have been completed and filed, or until proper authorities have given permission to move the vehicle.

Medical Emergencies

In case of a medical emergency such as someone falling, bleeding, vomiting, etc. the driver will see that the vehicle is parked in a safe area and will assess the emergency and determine what needs to be done. If more assistance is needed the driver will call 911 for emergency service.

Evacuation Procedures

The driver will stop in a safe area and then follow evacuation procedures. When the driver decides evacuation is needed the driver will assist you in exiting the vehicle and direct you to a safe zone. When passengers get to the safe zone they will be asked to sit in a circle, for safety reasons.

Pet Transportation/Service Animals

Driver will permit service animals to accompany passengers with disabilities. Drivers are allowed to ask if the animal is for service and what service is performed. No other animals will be transported.

Inconsiderate or Abusive Passengers

Abusive or obscene language is prohibited. Any occurrence of a passenger being chronically inconsiderate or abusive to the driver or other passengers will be reported immediately to the Bus Director/Board of County Commissioners. A written statement will be taken from the person making a complaint about the alleged inconsiderate or abusive passenger. Upon receipt of the complaint, filed in writing, the passenger will:

1. Receive a written summary of the allegations with a warning of more serious restriction if there is another incident, and/or
2. Be restricted from riding on the Bus for a period of one week up to 30 days.

Complaint Procedure (ALL SERVICES)

- Any person having a grievance with the service will state in writing the nature of the grievance to the Lincoln County Transportation Dept.
- A member of the Board of County Commissioners will personally contact the individual making the complaint and try to settle the problem. If the individual and the Director cannot reach an agreement the individual may appeal the grievance in writing to the Board of County Commissioners.
- The Board of County Commissioners after reviewing the written appeal with the County Attorney and consulting with both parties shall render a decision in writing. All decisions made by the Board of County Commissioners will be considered final.

Concealed Carry

No drivers are allowed to carry any weapons. Passengers may carry, in pursuant to the personal and family protection act/.

Transportation of Children

Children are allowed to utilize the Transportation Bus Service and are expected to follow all the rules. An appropriate child passenger safety restraining system will be provided and used for all children under eight years and who weigh less than 80 pounds or is less than 4 feet 9 inches in height. All other children will be required to use a safety belt as required by law.

- Children under the age of (10) years must ride with an adult. Children in this category will not be required to pay a fare.
- Children ten (10) years or older may ride without an adult, with a signed consent form. Children in this category pay the same fare as all other riders.

Consent Form

- A parent or guardian must complete and submit the Consent Form before transport is scheduled. A new Consent Form will be required to be completed for each day the child utilizes the service. The Consent Form requires the following information: two emergency contact names and phone numbers, a destination address, and the name of an adult who will meet the child.
- The driver will make sure the assigned adult meets the child at the drop-off location.
- Depending on arrangements the driver may return the child to the point-of-pick-up or leave at the drop-off location.
- You may call the main transportation phone number at 785-384-0015 for scheduling rides.
- Transportation information is also on the web site at www.lincolncoks.com under the community tab and click on Transportation Bus.

Transportation of Bicycle Policy

Lincoln County Transportation does not have the capability to carry bicycles on their vehicles.