

215 Kansas Ave
PO Box 278
Alma, KS 66401



1-866-409-7792

785-765-2422
215 Kansas Ave
PO Box 278
Alma, KS 66401

Ridership Policies

Updated – January 2022

Transportation Fees

Monday – Friday 8:00 a.m. – 4:30 p.m.

Trips within the following counties-
Geary, Jackson, Lyon, Morris, Osage,
Pottawatomie, Riley, Shawnee and
Wabaunsee

\$7.00 round-trip

Approved trips *less* than 150 miles
from Alma (i.e. Kansas City & Salina)

\$30.00 round-trip

Approved trips *more* than 150 miles from Alma
Call for Price

Evening and Weekend trips

(By special appointment only)

§ All appointments **MUST** be made
by calling the transportation office
at 1-866-409-7792 or 785-765-2421
*If you are only scheduling a one-way trip,
the same price will be charged.*

We hope your experience with Wabaunsee
County General Public Transportation
Service has been enjoyable.

The Transportation Service is funded in
part by Kansas Department of
Transportation and
Wabaunsee County Tax Dollars.

We encourage you to contact our office
with any suggestions, concerns or
questions at

Toll Free: 1-866-409-7792

Office: 785-765-2422

Fax: 785-765-3704

Email: clerk@wbcounty.org



Who Can Ride?

Service is available to the general public over the age of 12 (younger with an accompanying adult). Wabaunsee County is committed to offering courteous, safe and reliable service to all riders without regard to race, religion, color, sex, disability, national origin or ancestry, and age.

A personal care attendant is allowed to ride and assist a passenger at no cost.

Availability

Wabaunsee County General Public Transportation operates Monday thru Friday 8:00 a.m. to 4:30 p.m. The county will observe listed holidays on which no service will be available.

Transportation Vehicles

2017 Ford Transit

- 7 Passenger

2018 Ford Transit

- 10 Passenger

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Can Children Ride?

All Children under the age of twelve must be accompanied by an adult. *Children under age ten may ride free.* Children less than 80 pounds **must** ride in a child safety seat or booster seat.

Wabaunsee County Transportation will provide one car seat per vehicle; it will be used on first come first serve basis. The adult bringing the child must be prepared to supply a car seat for each child. Rides will be refused to passengers less than 80 pounds without a child safety seat, or children that are not properly restrained.

Service Animals

For policy purposes, animals are considered either service animals or pets. 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 and is responsible for cleanup of any waste and will be liable for any damages the animal causes.

Bags/Luggage/Shopping

A rider is limited to the number of bags that are allowed on the bus, depending on the number of riders, when scheduling your trip please check with the Transportation Office regarding the number of bags allowed.

Wabaunsee County General Public Transportation
Rider Grievance Form

Date of Grievance: _____

Your Name: _____

Address: _____

Phone Number: _____

Grievance shall be filed
within 5 working days of incident.

(Please state the facts of this complaint and give the name and contact information of any witnesses involved if applicable.

You will receive a reply by mail within 30 working days)

DETAILS OF GRIEVANCE

(You may use additional pages as needed)

Signature: _____

Date: _____

NOTE: Drivers are NOT responsible for scheduling trips. All scheduling is handled through the transportation office.

Grievance Procedure

The purpose of this procedure is to secure equitable solutions to problems which may arise, affecting employees and/or riders. Riders who believe that he/she has suffered a grievance may file a grievance complaint within five working days of the date of such grievance. The grievance must be described in writing and submitted to the Transportation Department (Wabaunsee County Clerk's Office) who will within five working days submit copies to the Board of Wabaunsee County Commissioners.

The County Commissioners will review the evidence presented by the party bringing the grievance and the Transportation Department and render a decision within thirty working days. The decision of the Board of County Commissioners is final.

Grievance form provided on next page.

Service Area

Transportation is available for trips for a nominal fee to the following counties: Geary, Jackson, Lyon, Morris, Osage, Pottawatomie, Riley, Shawnee, and Wabaunsee.

Additions trips may be scheduled to areas outside of the service area within 150 miles of Alma. Trips outside 150 miles of Alma, must be approved by the Transportation Office.

Services Provided

- ✓ Shopping
- ✓ Nutrition
- ✓ Medical
- ✓ Employment Interviews
- ✓ Business Appointments
- ✓ Education
- ✓ Entertainment
- ✓ Cultural Enhancement
- ✓ And Many More

Making arrangements for a Ride

Appointments for rides are taken Monday thru Friday 8:00 a.m. to 4:30 p.m. To assure a ride, it is advisable to book your trip as far ahead as possible, last minute calls are subject to space availability.

All appointments MUST be made by calling the transportation office at 1-866-409-7792 or 785-765-2422.

It is our intent to provide transportation as needed and request advance notice when possible.

Medical Appointments

You are strongly urged to contact the coordinator before you schedule your appointment to see days/times available. You may also request that the dispatcher schedule the appointment for you.

Information to have available when making arrangements for a ride

- ✓ Your Name
- ✓ Address
- ✓ Phone Number
- ✓ Destination
- ✓ Pickup Address
- ✓ Whether you use a mobility device

Accidents and Incidents

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

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.

In the case of an accident, the 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.

Emergencies

Transportation is not designed for medical emergency situation (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.

Special Trips

Please contact the Transportation Office if you have any thoughts or suggestions of additional trips you would like to take.

Vehicle Maintenance

All passengers are expected to help keep the vehicle clean and orderly. Passengers are asked to throw trash away. If passengers eat or drink in the vehicle and spill or make a mess, notify the driver so he or she can assist you and provide clean up.

Wheelchair Locks and Restraint Systems

Only drivers will operate mobility aid lift/restraint system equipment. All medical equipment (oxygen tanks, walkers, etc.) will be secured by the driver for the duration for the ride. Drivers are permitted to assist in fastening/unfastening seat belts and shoulder restraints if requested by the passenger. The driver is responsible to see that all disabled persons are properly locked in, if possible, wheelchair locks and restraint belts before moving vehicle.

Cell Phones or

Other Communication Equipment

Only the driver will operate the cell phone or other equipment. Riders will be allowed to use the vehicle cell phone for emergency calls, or to schedule their next appointments.

What if your plans change?

We will attempt to schedule rides as needed. The earlier you call, the more likely we can meet your needs. In order to provide the greatest service to all passengers, we ask that you cancel rides you do not need as soon as possible, preferably before 8:00 a.m. the day of the scheduled pickup to avoid being charged for a 'no show.' Rides are to be cancelled by notifying the transportation office at the toll free number, if no one is available please leave a message on the answering machine. You may NOT board the bus and ask the driver to change your booked destination.

No Show and Cancellation Policy

The definition of a 'No Show' is; A rider who has a scheduled trip and does not appear at the designated pick-up point at the specified time, does not cancel the trip in advance or refuses to take the scheduled trip. **Ridership privileges will be denied to passengers who accumulate more three (3) 'No Shows' in a 12 month period, and will not be allowed to ride for a minimum of 30 days following the third 'No Show.'** A 'No Show' or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.

Riders Might Have To Wait

There is a chance that some riders might have to leave early or stay late for their appointment. The goal is to provide service to as many public riders as possible. On occasion this might require an extended wait time, and you will be made aware of this when scheduling your appointment.

Bad Weather Policy

When weather is severe, and it is unsafe to operate, transportation will cease for the day. The closing of Transportation will be decided by the Transportation Office and riders scheduled for the day will be notified as soon as possible. The closing will also be listed on wibw.com and WIBW TV Station.

Pickup Times/Locations

When scheduling a ride the dispatcher will give the rider an estimated pick up time. Riders should be ready for pickup 10 minutes prior to the scheduled pick up time.

Riders are picked up either at their homes, senior center, or where they designate within the boundaries of Wabaunsee County. The drivers will go to the door and alert the rider the bus has arrived. If contact cannot be made with the rider the driver will assume the rider is a 'No Show,' the driver will wait **no more than 5 minutes** following scheduled pick up time.

Conduct of Riders

Riders are required to wear seat belts (unless they have a doctor's release for medical reasons) Inappropriate conduct, including behaviors which present a danger to the driver or other riders will not be tolerated. They include but are not limited to: intoxication, fighting, arguing, and threatening of anyone on the vehicle, use of foul language and sexual harassment. At the driver's discretion, a rider who engages in persistently inappropriate and/or dangerous behavior will be required to vacate the vehicle.

Any riders' behavior that poses a safety hazard to him/herself or others caused by misplaced bodily fluids, disregard for cleanliness, being under the influence of drugs or alcohol, or anything deemed a public health hazard will be denied transportation. The rider will receive one warning in writing, and the next occurrence within a 12 month period will result in a 60 day suspension, and a third offense with a 12 month period will result in a one year suspension. Drivers, with the approval of the Dispatcher, may put a rider off the bus or call the authorities if necessary, at any given time.

No tobacco or alcohol products of any kind may be consumed on the bus or van.