The Guidance Center
Public Transportation Services
PASSENGER RULES

913-758-9433 Schedule Changes

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 they are in an unsafe situation for the passenger or the vehicle, Driver will have the right to exercise judgment to stop the vehicle and/or ask the passenger /passengers to disembark the vehicle.

Seat belts are required by law for both Driver and Passengers. Passengers are expected to fasten their seat belt when riding in the vehicle. Driver will provide assistance to passenger in fastening and unfastening all seat belts and shoulder restraints when needed. All vehicles are equipped with seat belt cutters in case of an emergency and/or a speedy evacuation.

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

EARLY CHILDHOOD REQUIREMENT:

If Early Childhood staff do not feel they can safely transport your child due to them not willingly getting on or off the bus, allowing staff to secure them in a seat belt or keeping their seat belt fastened, or due to misbehavior, you or your designated person that we have a signed release for, will be required to come get your child. For this reason, it is imperative that you always have a phone number to be contacted at. If a parent fails to pick the child up within 30 minutes of being called, the courtesy transportation method could be suspended for a limited time or indefinitely.

When picking up and dropping off Early Childhood children, we ask that you walk your child to and from the bus when it arrives. If you have a physical disability that prevents you from doing this, please let The Early Childhood Staff know in writing and other arrangements will be made. When the bus arrives at your home, the driver will honk the horn to let you know the bus is there and will wait 3 minutes for you to exit your home. The attendant will remain on the bus to supervise and ensure the safety of the other children on the bus because getting off of the bus at a childs home prevents her/him from doing this. The attendant will greet you at the bottom step of the bus.
WHEELCHAIR LOCKS & RESTRAINT SYSTEMS:

Only authorized employees (Driver/Attendant) will operate all wheelchair lifts & restraint system equipment in the vehicle. Driver is responsible for all control switches.

DRIVER is responsible for seeing 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.

PERSONAL ITEMS OR MEDICAL EQUIPMENT:

All passengers are responsible for the safe keeping of any personal items or medical equipment brought aboard the vehicle. Since some types of personal items or medical equipment may not be able to be secured in the vehicle. Passengers will be expected to keep all items or equipment in the seat with them. Personal items or medical equipment are not allowed in the aisle or left loose on the floor. At no time shall any item/items block the aisle or any emergency exit. At no time will an emergency window be blocked.

DRIVING CONDITIONS/VAN ROUTES/SCHEDULING & RIDE REQUESTS:

Van Routes follow a daily schedule as published by the Transportation Coordinator.

All Van routes and schedules are subject to change.

Passengers are required to call the transportation coordinator 24 hours in advance in order to make ride requests. Riders may schedule a ride up to two weeks in advance. On the day of the ride Passengers will be expected to give the driver instructions as to their return trip time and or they will be given a phone number for the Transportation Coordinator which they may call for pick up if they are unsure of their return time. The Transportation Coordinator will then dispatch the driver for pick up.

Some demand response for ride requests may be accommodated if the route and schedule allow.

The Transportation Coordinator makes the decision as to whether the vans can be safely driven during inclement weather. Upon making the decision the Drivers will then be called and advised of their duties for the day. Driver will have the right to exercise judgment as to whether he or she can safely drive on a particular roadway, driveway or highway.

DESIGNATED APPOINTMENT LOCATIONS:

Designated appointment locations are medical facilities, dialysis treatment center, doctor’s offices, and hospitals, beauty shops, grocery stores and business offices.
PASSENGER PICKUP WAIT TIME:

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

If the passenger does not respond to Driver honking the horn the Driver will wait 3 minutes and then that passenger will be considered a no show. Early Childhood clients will also be escorted from the front door to the bus and vice versa.

If passenger is at a hospital, doctor’s office etc. then the receptionist will call transportation for a return ride for the passenger.

NO SHOW POLICY:

When a rider makes a reservation and does not call in to cancel they are considered a no show for that day. Riders will not be allowed to schedule any further rides after three (3) no shows.

CANCELLATIONS:

Cancellations should be made the night before the day of the scheduled ride. This is not always possible and depending on the circumstance can be forgiven and not considered a no show.

PASSENGER ASSISTANCE:

Due to scheduling demands and legal liability restrictions, drivers must limit personal assistance to passengers. Drivers are permitted to assist passengers with activities directly related to entering or leaving the vehicle. Drivers may assist with coats, packages and doors. Riders may bring grocery and personal items purchased at stores on the vehicle-limited to what the passenger can carry to his/her dwelling in one trip. Drivers are responsible for passengers entering and exiting the vehicle safely. Personal Care Attendants may ride with passengers. Drivers are not permitted to lift individuals from a scooter or wheelchair onto a vehicle. Such riders must provide their own personal care attendant to assist in their transfer.

TRANSPORTATION ELIGIBILITY:

Anyone is eligible for General Public Transportation. Parents or guardians accompanying small children must provide an appropriate child seat to secure the child. Children under the age of 12 must be accompanied by an adult.

VEHICLE MAINTENANCE:

All passengers are expected to help keep the vehicle clean and orderly. Eating and drinking on the vehicle is discouraged due to the possibility of choking. If the passengers do happen to eat or drink something on the van and there is a spill or mess of some sort then they need to notify the Driver immediately so that he or she can assist and provide clean up.
Bio-hazardous spills caused by the passenger will be cleaned up by the driver according to the agency required exposure control plan and procedures.

All vans/busses used for Early Childhood will be required to have an annual vehicle maintenance form completed and kept on file per KDHE guidelines.

**ACCIDENTS OR INCIDENTS:**

Accidents or incidents no matter how minor will be reported immediately to the Transportation Coordinator and/or other proper authorities. Early Childhood clients will be taken to the nearest hospital if care is required along with their KDHE Emergency Authorization for Care form and their Health Assessments and Shot Records.

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

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.

**MEDICAL EMERGENCY:**

All Drivers are required to be trained in CPR, First Aid and Blood-borne Pathogens.

**KBI/SRS/DRUG-TEST:**

All Early Childhood staff and all van/bus drivers who transport any clients will be background checked by TGC and KDHE prior to them beginning employment with TGC and at random times.

**HOUSING OF VEHICLES:**

All vehicles will be housed at The Guidance Center, west side, 500 Limit Street in Leavenworth, Kansas.

All passengers meeting the van at The Guidance Center are requested to park their vehicles in the parking lot on the west side of the building.

**PETS/SERVICE ANIMALS:**

The only animals permitted to ride on The General Public Transportation are service animals.

**ACCOMMODATIONS:**

Drivers will assist riders only on approved wheelchair lifts and ramps. Drivers will not assist riders in wheelchairs either up or down stairs. Drivers will follow manufacturer’s guidelines/procedures when operating wheelchair lifts, ramps, and the wheelchair restraint system. Riders must follow the
instructions of the driver at all times. Failure to follow instructions may result in being denied transportation service. Riders will not be allowed to ride in motorized wheelchairs while a vehicle is in route for safety reasons as per manufacturer instructions. A motorized wheelchair will be allowed on the vehicle only if the rider is able to safely transfer him or herself to a seat on the vehicle. Motorized wheelchair riders may use conventional wheelchairs during transportation because they can be properly secured/restrained.

CONDUCT AND HYGIENE:

Inappropriate conduct will not be tolerated. These behaviors include, but are not limited to, intoxication, fighting, arguing, threats of any type, obscene or sexually suggestive language, or any other behavior which represents a hazard to other riders. Individuals that are habitually incontinent or have offensively poor personal hygiene will be denied service. After coordinating with the Transportation Coordinator, drivers may require any rider engaging in inappropriate and/or dangerous behavior to leave the vehicle. No tobacco products of any kind may be consumed on the van.

FARES:

There are no fees charged for The Guidance Center Public Transportation Service, the Early Childhood transportation system is a courtesy to you or your child to help reduce barriers to receiving services.

HOLIDAYS:

No General Public Transportation service will be available on the following holidays: New Years Eve, New Years Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day.

GRIEVANCE/COMPLAINT PROCEDURES:

A grievance/complaint procedure has been developed to assure riders of fair and equitable access to General Public Transportation. Riders will use the following procedures whenever they have an issue with service received or not received. Riders will communicate directly with the Transportation Coordinator regarding ride related actions, occurrences, incident, or treatment perceived as unfair and/or inequitable. A rider believing he/she has suffered a grievance should discuss the matter with the Transportation Coordinator, within five working days of the event to resolve the issue. The Transportation Coordinator will have 5 working days to respond, making every effort to resolve the complaint at that level. If a resolution is not reached, the complaint must be described in writing and submitted to the Executive Director of The Guidance Center for further action.