

Ride Rcat

Reno County Area Transit

Riders Guide: Policies and Procedures



Reno County Public Transportation Department
120 West Avenue B
Hutchinson, Kansas 67501
Ph: (620) 694-2913



www.renountyks.gov/Reno-County-Area-Transit-RCAT

Welcome Aboard Rcat

Rcat wants to make your riding experience pleasant and successful. This guide was prepared to help you with information about Rcat services and policies. Enforcement of this policy will provide a safe and enjoyable trip for all passengers and a good work environment for Transit operators. Reno County Area Transit has the right to refuse service to anyone not complying with the Rcat Rider's Guide to policy and procedure or safety instructions given by the Rcat driver. Riders suspended from Reno County Area Transit services have the right to appeal the suspension decision.

How do I ride?

Have your fare or ticket ready to drop in the farebox when you board. To make yourself more comfortable, take a seat. If all the seats are occupied, you'll find roof rails on the cutaway vehicle to hold when standing. Please hold small children securely. Please observe the seats with "priority seating" at the front of every cutaway vehicle are for senior citizens and persons with disabilities. There are folding seats next to the wheelchair securement area. Please make these areas available for passengers who are in wheelchairs.

How Do I Get Off the Transit vehicle?

Tell the Driver where you want to go when you board, and drivers will do their best to help you get as close as possible to your destination.

As the vehicle nears your stop you may pull the cord above the windows. This signals the driver to stop.

Safety Instructions

Transit drivers must respond in the event of an emergency or risk to their riders or bus. The driver may ask for your physical assistance in response to an emergency or help in reducing or eliminating the potential for injury or harm. Anyone incapable of performing the requested task due to a disability must notify the driver immediately.

Wheelchair Securement

Under the Americans with Disabilities Act, it is the right of any transit system to require riders using wheelchairs to have their wheelchair secured. It is the policy of Reno County Area Transit (Rcat) that wheelchair securement is required and thereby creates a safer transport for all riders including those using wheelchairs. Anyone who refuses to have their wheelchair secured will be denied transportation on Rcat vehicles.

Notice of Suspension

Suspension notices may be issued to riders who violate rider policies or refuse driver safety instruction. Suspension notices may only be issued by Rcat supervisory or administrative staff. When possible, a Rcat administrative staff member may arrive on site to assess a situation and if appropriate deliver the notice including the length of suspension, violation, and description of the event to the rider. An administrative staff member may also issue a suspension and attempt to deliver to a known address or deliver via registered mail. If the name and address of a suspended rider is unknown a picture and or description may be posted in any employee only area of the Rcat Bus Transfer Station. If the suspended individual presents themselves for route bus pick up the driver should request dispatch assistance and delivery of the exclusion notice.

Rcat Transfer Station

No smoking of any kind on the premises.

The open carrying of firearms in the Rcat Transfer Station or on the Rcat Transfer Station grounds is prohibited.

Public Transportation in Reno County Kansas

Reno County Government provides service to citizens through the Reno County Public Transportation Department, which operates Reno County Area Transit "Rcat". The service is financed through a combination of funds provided by the Kansas Department of Transportation with U.S.C.49-5311 Federal grant monies, Reno County tax General fund and the Reno County Elderly Mill Levy tax. Rcat is a community asset, which serves the public on a first come first served basis. General Public Transportation includes Fixed Route, Paratransit, Demand Response and County/Rural services.

Fixed Route Service

Four Fixed Route vehicles provide hourly transportation within Hutchinson & South Hutchinson city limits only.

Paratransit Service

Complimentary Paratransit vehicles provide service to eligible passengers under the Americans with Disabilities Act (ADA) in Hutchinson and South Hutchinson within the city limits only. Federal regulations defined the service area as being with ¾ mile of a local fixed route when that route is in operation. Rcat Complimentary Paratransit service is a shared-ride, door-to-door service for individuals who have a disability that prevents them from being functionally able to use Reno County Area Transit's Fixed Route service either all the time, some of the time or temporarily, only under certain circumstances and recognized under the Americans with Disabilities Act (ADA). The three general criteria for Paratransit eligibility established by the ADA are: *1. *Can't navigate the transit system independently* *2. *Needs an accessible vehicle* *3. *Obstacles prevent reaching the fixed routes/bus*

Rcat Service and Service limitations - All Services are closed Sunday

Fixed Route and Paratransit Service 8a.m.-5p.m. Monday-Friday-operates within the city limits of Hutchinson and South Hutchinson only.

Demand Response 8a.m.-5p.m. Monday-Friday and Saturday 9a.m.-2p.m.-operates in Hutchinson and South Hutchinson city limits only. Trips are scheduled in advance or same day (if room is available).

County/Rural Service 8a.m.-5p.m. Monday-Friday-operates outside Hutchinson and South Hutchinson city limits, within Reno County. Scheduling a County/Rural trip requires scheduling return trip.

Closed: New Year's Day, Martin Luther King Day, Memorial Day, 4th of July, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, Christmas Day.

Note: Certain conditions at pickup and drop-off locations make door-to-door Paratransit service impossible due to safety concerns. Dangerous parking, an unsafe loading area, low-hanging branches or an area that requires the Rcat vehicle to back up are examples of unsafe conditions. In such cases, Rcat staff will work with the passenger to choose a safe and reasonable alternative location for pickup or drop-off.

Service is unable to accommodate Emergency trips, Geri-Chairs, Stretchers, Segway's or Carts. This is a general public transportation program and there are limitations to what this service can perform.

Flat Fare and Ticket Purchases

Fixed Route \$.50 per ride/per bus (transfer tickets will not be available after July 1, 2026)

Paratransit service \$1.00 per ride, by application eligibility only

Demand Response \$2.00 per ride

County/Rural service \$4.00 per ride (pertinent passenger information collected for a successful ride).

All Rcat services: one (1) child age five or younger, may ride free with a paying passenger.

Fares must be paid in cash or by presenting Rcat tickets at the time of boarding. Tickets may be purchased in advance in the Rcat Dispatch Center in the Rcat Transfer Station located at 120 W. Avenue B, Hutchinson, KS or by mailing a business check, money order/cashier's check or a personal check payable to: Reno County Area Transit at the same address. Checks returned for insufficient funds will result in a \$30 service fee. Ticket purchases are available at increments of \$5.00 = 10 tickets. Dispatch center is unable to make change. No bills larger than \$20. Checks are not accepted on any Rcat services at time of boarding. Fares are to be deposited into the fare box or collected by the driver prior to departure. Tickets are non-redeemable and are invalid if they have been cut or torn into pieces. A Personal Care Attendant may travel at no cost with an ADA eligible passenger whose need is identified on their application.

Rcat Paratransit service is for use by ADA eligible passengers only

To use Rcat paratransit service passengers must complete an Application for Certification of ADA Paratransit Eligibility. Application is available at the Rcat Transfer Station Dispatch Center, online or may be mailed upon request. Available in accessible formats upon request. There is no fee to apply. The applicant will be required to provide verification of need by a physician or social service agency. Determination of eligibility: 1. Unconditional (*all trips*), 2. Conditional (*some trips*), 3. Temporary (*limited time*). Rcat Administration will review the Application Request, and eligibility will be approved or denied within 21 days after the return of the Application. Upon approval, a General Public Transportation ADA eligibility wallet card will be issued from the Rcat office. The card will entitle the bearer to ride ADA General Public Transportation vehicles in Reno County and reciprocate across the United States.

Appeals

If an application is denied, the applicant will receive a letter describing why eligibility was denied. Denied applicants have 60 days to file a written appeal in the form of a letter with the Reno County Public Transportation Commission. The applicant may receive a hearing in-person, if desired. The Appeals Committee shall have 30 days from the date the appeal letter was received to render a decision. After 30 days, the applicant shall be presumed eligible until a decision has been reached. Ineligible applicants may reapply for services sixty (60) calendar days from the date of the denial notification letter.

Appeals Process

1. Within five (5) working day after receiving the written appeal request, the Chairman of the Reno County Public Transportation Commission or a designee will appoint an ad hoc committee of no less than two (2) members to serve as an appeal review body:

The request for an Appeals hearing must be sent in writing to:

*Director
Reno County Public Transportation Department
120 W. Avenue B
Hutchinson, Kansas 67501*

2. Notification date of hearing must be mailed (certified mail) to the person making the appeal request within ten (10) working days of the date of receipt of the request for an appeal hearing.

3. The ad hoc committee of the Reno County Public Transportation Commission shall have 30 days from the receipt date of the appeal letter to render a decision.

4. If the appellant is dissatisfied with the Reno County Public Transportation Commission's final resolution of the complaint, she/he has the right to file an appeal with the Kansas Department of Transportation. The appeal may be sent to the following address:

*Public Transportation Manager
Kansas Department of Transportation
700 S.W. Harrison, 2nd Floor
Topeka, KS 66603*

5. If the person making the appeal is dissatisfied with the Kansas Department of Transportation's resolution of the complaint, she/he has the right to file a complaint with the:

*Departmental Office of Civil Rights
U. S. Department of Transportation
400 7th Street, S.W., Room #10215, S-30
Washington D.C. 20590*

Reasonable Modification of Policies and Procedures Due to Disability

Reno County Area Transit is committed to providing customers, including those with disabilities, with safe, reliable, accessible and user-friendly services. If, due to a disability, you are not able to fully utilize Reno County Area Transit services because of a policy or procedure that Reno County Area Transit has established, you may submit a request for a modification of the policy or procedure.

Legislation

On March 13, 2015, the Department of Transportation issued a Final Ruling regarding 49 CFR Parts 27 and 37 *Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices*. This ruling requires public entities providing designated public transportation services to make *reasonable* modifications/accommodations to policies and practices to ensure program accessibility. The rule further requires that public entities adopt a formal process for tracking and responding to said requests for modifications.

Reasonable Modifications Request Form

- Individuals requesting modifications shall describe what they need to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before Rcat is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the Rcat's feedback process.
- Where a request for modification cannot practicably be made and determined in advance, Rcat drivers shall present the request to Rcat Dispatch who will decide of authorization or denial.

Rcat Will Accommodate Requests Provided That:

- Fundamental nature of the service, program or activity is not altered, or
- It does not cause a direct threat to the health or safety of others, or
- It does not result in an undue financial and administrative burden, or
- The requestor would not be able to fully use the service provided by Rcat without the modification.

Request Denials/Appeals

If a request for reasonable modification is denied, the requester has the right to protest the decision by following Rcat's Americans with Disabilities Act Paratransit eligibility appeal procedures as written in this Rider's Guide. A copy of this appeal procedure will be included with the written decision of denial. Rcat will take, to the maximum extent possible, any other actions that may be available to them to ensure that the individual with a disability receives the services or benefits provided by Rcat that would not result in a direct threat or fundamental alteration. Rcat will keep a record of all requests on file for a period of five (5) years from the date of receipt.

Rcat Reasonable Request Form:

There are several ways to obtain and submit a Reasonable Modification/Accommodation request form:

- Download the form from the website: www.renocountyks.gov/Reno-County-Area-Transit-RCAT and click Forms located on the left side of the webpage
- Fax the request form to (620) 694-2767
- Call (620) 694-2913
- Mail a request to: *Director, Rcat 120 W. Avenue B Hutchinson, KS 67501*

Rcat - Reno County Area Transit

Reasonable Modification Request

Please complete this form to request a reasonable modification of Rcat services. Mail or bring the completed form to:

Director, Rcat
120 W. Avenue B
Hutchinson, Kansas 67501
Fax: (620) 694-2767

Date: _____ Name: _____

Phone Number: _____ Email: _____

Address: _____

Description of Request: _____

Location & Routes Used: _____

Are you able to ride Rcat vehicles without this modification? _____

Comments: _____

(Please write on the back side of this page with additional comments.)

Reno County Area Transportation
Rider Policies and Procedures

Policies in This Manual (topic by alpha)

Articles Not Permitted on Recat Vehicles
Attendants & Companions
Bicycles on Vehicles
Bus Lift and Ramp
Contagious Diseases
Disruptive Passengers
Door-to-Door Service
Eating And Drinking on Vehicles
Expressive Activity on Vehicle
Hand-To-Hand Passenger Transfer
Inclement Weather
Lost And Found
Loud Audio
Making Reservations/Scheduling
Minimum Age A Child May Ride Independently
Mobility Aids
Next Day and Same Day Service
Number Of Packages
Passenger Complaints
Passenger Hygiene and Cleanliness Standard
Passenger No Shows and Cancellations
Passenger Preparation
Passenger Self-Sufficiency
Passengers With Animals
Payment Due at Time of Service
Prohibiting Use of Tobacco Products & E-Cigarettes or Vape
Seatbelts And Restraints
Shared Rides
Suspension Appeals
Transporting Passengers with Medical Oxygen
Traveling with Children
Wait Time
Wheelchair Securement

Policy on: Articles Not Permitted on Rcat Vehicles	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of Rcat and passengers, Rcat employees and drivers

Policy Statement: Rcat is committed to creating a safe environment. Rcat has established these guidelines to help ensure the safety of our passengers and employees. Rcat is committed to creating a safe environment. Rcat has established these guidelines to help ensure the safety of our passengers and employees. Passengers and employees are to observe K.S.A 21-6301 and K.S.A. 21 6302 (Crimes Against the Public Safety) regarding weapons on board Rcat vehicles.

Guidelines:

1. The following articles will not be permitted on board Rcat vehicles:
 - a. Vehicle batteries
 - b. Gasoline, kerosene, diesel or fuel cans
 - c. Caustic, flammable or noxious liquids, gasses or substances
 - d. Non-folding shopping carts
 - e. Large bundles that obstruct the aisle, that cannot be secured, or that may inconvenience other passengers (such as but not limited to bicycles, sharp objects or instruments, fishing poles with exposed hooks)
2. Passengers are not allowed to carry large objects exceeding 24" X 36" X12" on board based on vehicle capacity and the impact on the safety and comfort of all passengers.

Refer to: Policy on Number of Packages, Rcat Policy Guidelines on Traveling with Children

Consequences:

1. Failure of passengers to comply with the terms of this policy may result in a refusal to be allowed to board or suspension of service.
2. Failure of passengers to comply with the terms of this policy may result in Dispatch contacting law enforcement authorities for assistance in removing violators from the premises.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure. Posting appropriate concealed weapon signage. Investigation of all complaints of non-compliance. Decision making regarding corrective action, discipline, and dismissal.

Policy on: Attendants & Companions	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the mental and physical well-being of all passengers.

Policy Statement: Rcat is committed to ensuring that all our passengers successfully reach their destinations. Rcat recognizes that some passengers may need assistance in order to complete a trip. Anyone eligible for ADA specialized transportation (Paratransit or Rural-on-Demand) might need to travel with a personal attendant. An eligible passenger who needs a personal care attendant on some or most trips is not required to bring an attendant on every ride.

Guidelines:

1. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip and/or trip purpose can be completed. The need for the attendant may occur during the ride or at the destination. A personal care attendant must have the same origination and destination as the eligible passenger. A Personal Care Attendant may ride with an ADA eligible passenger on Rcat Services.
2. Definition: A “Companion” is defined as any person that would like to travel with an ADA eligible passenger but is not required to assure that the eligible passenger’s trip can be completed.
3. A personal care attendant must be identified when the trip is scheduled with the Rcat Dispatch office.
4. Reservations must be made in advance in accordance with Rcat policy for the eligible passenger, the personal care attendant, and or companion.
5. One personal care attendant (per passenger) may ride at no additional charge while escorting an eligible passenger.
6. A personal care attendant is not responsible for loading, securing, or unloading the eligible passenger.
7. A companion constitutes a regular passenger and must pay the appropriate fare.
8. Rcat management, at their discretion, may recommend a personal care attendant accompany the eligible passenger if their behavior or capability precludes his/her transport.

Refer to: Policy on making reservations, and Policy on Dealing with Disruptive Passengers.

Consequences:

Failure to comply with this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Bicycles on Vehicles	Procedure on: Bicycles on Vehicles
Date Initiated: 5/23/2019	Page 1 of 1

Purpose: To encourage and support the use of multi-modal transportation by cyclists

Policy Statement: Rcat Fixed route vehicles have front mounted two capacity bicycle racks. Each rack is designed to accommodate two-wheeled non-motorized bicycles (no tandems) with a wheelbase of up to 44 inches and a wheel size of at least 16 inches weighing less than 55 pounds. Space on the bicycle rack is available on a first come first served basis. Rcat allows bicycles on all Fixed route vehicles at no extra cost. Rcat is not responsible for lost, stolen or damaged bicycles.

Guidelines:

1. Cyclists must wait on the sidewalk.
2. If the rack is full, riders must wait for another bus.
3. Cyclists must remove all loose items not attached to the bicycle (i.e. bags on the handlebars, helmets, lights strapped onto the bike, etc.)
4. Cyclists are responsible for loading and unloading their own bike.
5. Cyclists must wait until the bus is fully stopped before attempting to load a bicycle.
6. Cyclists may submit a request for a reasonable modification if they are physically unable to load or unload their bicycle.
7. Bicycles are not permitted inside the vehicle. (Front Runner Vehicles only, a bicycle is allowed in the designated area only).
8. Locking the bike to the bus rack is not allowed. For extra security, cyclists can lock the wheel to the frame before the bus arrives.
9. Cyclists shall not try to retrieve something that rolls under the bus.
10. Cyclists accidentally leaving a bicycle on the vehicle should report it to the Dispatch Center at 620-694-2913.

Refer to: Policy on articles not permitted on Rcat vehicles.

Consequences:

Failure to comply with the terms of this policy may result in serious bodily harm.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Bus Lift and Ramp	Procedure on: Bus Lift and Ramp
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of drivers and passengers using ADA lifts and ramps

Policy Statement: Rcat staff shall operate lifts and ramps in accordance with the accepted practices as described in the manufacturer’s training materials and Rcat/ KDOT training to ensure safety of all involved. All Rcat drivers will be trained to be proficient in the operation of lifts and ramps mounted on Rcat vehicles.

Guidelines:

1. Wheelchair passengers are encouraged but not required to go in the direction of travel when boarding the lift platform.
2. Drivers are responsible for ensuring that at no time shall the lift and/or ramp be operated by an untrained person or passenger.
3. If a lift and/or ramp on a Rcat bus is inoperable, the vehicle shall be removed from service to be repaired.
4. All available and appropriate safety devices shall be used in the operation of a lift and/or ramp and none shall be overridden for ease or quickness.
5. All safety measures including guards, restraints, and barriers available shall be used during operation of the lift.
6. Power chairs and scooters shall be turned to the “OFF” position once loaded upon the lift platform and while the lift is in operation.
7. Any passenger requesting the use of the lift or ramp shall be accommodated.
8. Standing on a lift is permitted and passenger must hold handles during operation.
9. Carts that are not designed for mobility use (grocery and other) are prohibited on the lift during operation.

Route buses have the capacity to carry one wheelchair. Wheelchairs and occupants shall be transported if the lift and vehicle can physically accommodate them. Transportation may be denied if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when or example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

Refer to: Policy on articles not permitted on Rcat vehicles, Rcat Policy Guidelines on Traveling with Children

Consequences:

Failure to comply with the terms of this policy may result in serious bodily harm.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Contagious Diseases Including Flu, COVID19, Airborne and Blood Borne Pathogens	Procedure on: Contagious Diseases Including Flu, COVID19, Airborne and Blood Borne Pathogens
Date Initiated 07/2011	Page 1 of 1

Purpose: To safeguard the health and well-being of passengers and employees

Policy Statement: Individuals with diseases such as Hepatitis B and HIV are entitled to public transportation services. Rcat respects the rights of privacy of these individuals and will take all universal precautions to ensure the health and well-being of other passengers and staff. Individuals who have visible bleeding or are symptomatic with communicable illnesses such as flu may not be allowed to board Rcat vehicles.

Guidelines:

1. Rcat administration and staff will be alert to local outbreaks of flu, COVID19 and other communicable and contagious illnesses.
2. To minimize exposure and contain the incidence of flu etc. visibly ill clients will be counseled not to board Rcat vehicles by Rcat staff, this may include drivers, Transportation Coordinator, and Administration. A Rcat Service Complaint Form must be completed by that staff member to document the circumstances.
3. Blood borne pathogens are infectious agents carried by blood which can cause disease in humans (i.e. HIV and the virus of Hepatitis B).
4. As it is Rcat policy to not duplicate services available through other agencies, Rcat will not transport passengers with airborne pathogens such as but not limited to M.R.S.A. (Methicillin Resistant Staphylococcus Aurous).
5. Other potentially infectious materials include the following human bodily fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any bodily fluid that is visibly contaminated with blood, and all bodily fluids from unknown sources.
6. This exposure control plan shall be reviewed and updated whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure. Procedures will be based upon the most recent recommendations by the Center for Disease Control and or OSHA.
7. Job classifications having occupational exposure: Drivers, Director, Assistant Director, Transportation Supervisor, Safety Maintenance Coordinator, Operations Assistant and Dispatch.
8. Tasks which may allow exposure include transporting Rcat passengers, greeting, instructing, and selling passes to Rcat passengers, and/or dealing with passengers in a grievance or problem situation.
9. Each Rcat vehicle shall be equipped with a biohazard spill kit meeting OSHA CFR 29 1910.1030 Blood borne Pathogens regulation.

Refer to: Policy on Passenger Self-Sufficiency, Policy on Passenger Hygiene.

Consequences:

Failure to comply with the terms of this policy may result in severe ramifications to one's personal health.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Disruptive Passenger Behavior	Procedure on: Disruptive Passenger Behavior
Date Initiated 07/2011	Page 1 of 1

Purpose: To ensure a safe and pleasant travel environment for passengers and drivers

Policy Statement: Reat passengers are expected to conduct themselves with good citizenship, decorum, and respect for others. Inappropriate conduct, including behaviors which present a danger to the driver or other passengers, will not be tolerated. **At the driver’s discretion, a passenger who persists in inappropriate and/or dangerous behavior will be required to vacate the vehicle.**

Guidelines:

1. If a passenger is disruptive, the driver shall request that the passenger stop the disruptive behavior immediately.
2. Drivers will report passengers who continue objectionable activity to Dispatch, stop the bus, and ask the passenger to leave.
3. Dispatch will use good judgment in assessing the situation and may call Law Enforcement authorities if prudent.
4. Disruptive behavior may be grounds for passenger suspension.
5. Disruptive behavior may include but is not limited to unruly intoxication, fighting, arguing and threatening of anyone on the vehicle, use of foul or offensive language, sexual harassment, loud round behavior, bullying, conducting loud personal phone calls, disturbing other passengers, etc.

Refer to: Policy on Articles not Permitted on Vehicles

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Door-To-Door Service	Procedure on: Door-To-Door Service
Date Initiated: 07/2011	Page 1 of 1

Paratransit Service Responsibilities

Purpose: To provide ADA eligible passengers and Rcat drivers with guidelines for service

Policy Statement: Rcat Paratransit drivers are to be expected to provide defined personal services at the request of the eligible passenger.

Guidelines:

1. Rcat provides first floor door-to-door service.
2. Door-to-door service shall include the foyer or lobby of a first-floor business, store, or other establishment that might offer shelter or protection for a waiting passenger.
3. Drivers may not enter an eligible passenger's residence.
4. Drivers may not bring an eligible passenger down or up steps in a wheelchair.
5. A wheelchair bound eligible passenger is required to have a safe means of egress such as a ramp from his/her residence.
6. The drivers may assist the eligible passenger to and from the bottom of an external staircase.
7. Drivers are not allowed to act as personal care attendants, babysitters, or to provide any medical services.
8. Drivers will, if requested by the eligible passenger, assist with loading and unloading packages that do not exceed a combined total of 50 pounds.
9. Drivers will, if needed and with the consent of the passenger, leave his/her Rcat vehicle and assist eligible passenger(s) in boarding or de-boarding.
10. During boarding or de-boarding, the vehicle may remain running but must always be in parking gear and remain in the direct eyesight of the driver.
11. If drivers must at any time travel outside the eyesight of the vehicle to assist a passenger, drivers shall put the vehicle parking gear, turn off the vehicle and take the keys.
12. Drivers will perform seatbelt/tie-down securement of eligible passengers being transported in a wheelchair unless asked not to do so. If a wheelchair cannot be secured with standard tie-down securement, the driver will secure the wheelchair as best possible. Wheelchair users refusing securement will be denied transportation.
13. Drivers will if needed, and with the consent of the passenger assist with seatbelt securement.
14. Drivers will not provide assistance on wheelchair ramps/walks/etc. that are not clear of snow and ice.

Refer to: Policy on Passenger Self-Sufficiency, Policy on Passenger Hygiene.

Consequences:

Failure of the passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Eating & Drinking on Vehicles	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the cleanliness of vehicles for passengers and to ensure the safety of the driver, passengers, and other travelers on the road

Policy Statement: Passengers may not eat or drink on Rcat vehicles. In addition, the cleanliness of the vehicle is a reflection on Rcat.

Guidelines:

1. Passengers may bring unopened beverages in closed containers on Rcat vehicles.
2. Passengers may bring food on Rcat vehicles in closed containers or sacks.

Refer to:

Consequences:

Failure to comply with the terms of this policy may result in passengers being asked to leave the bus or not being allowed to board.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Expressive Activity on Vehicle	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To protect passengers' right to privacy, to avoid potential safety hazards, and to avoid disruption in service.

Policy Statement: Although Rcat supports the concept of free speech, all passengers' rights must be observed. Passengers on a bus are unable to walk away from behavior they find offensive.

Guidelines:

1. Expressive activity is defined as an activity such as but not limited to cursing, soliciting, and advertising, selling, lecturing, or preaching.
2. These types of activities may be offensive to many passengers and, as such, are therefore prohibited.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

Failure to comply with the terms of this policy may result in being escorted from the Rcat vehicle or suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Hand-to-Hand Passenger Transfer	Procedure on: Hand-to-Hand Passenger Transfer
Date Initiated: 07/2011	Page 1 of 1

Purpose: To safeguard the well-being and security of certain passengers who have been determined to need a responsible third party at the origin and destination of their trips

Policy Statement: Rcat is the transportation provider and does not take on the role of caretaker when the passenger arrives at the final drop off point.

Guidelines:

1. Certain passengers may have lost their independence in managing everyday life activities. These passengers may be easily confused, suffer from impaired memory and orientation, limitations of concentration, and planning as well as judgment. These passengers due to age or disability may be unable to care for themselves.
2. Passengers who have been identified with these conditions may need to travel for medical or social purposes.
3. Rcat may recommend passengers who have been identified with these conditions to travel with personal care attendants.
4. If an attendant is not present, family and/or caretakers must agree to take full responsibility to be at the final drop-off location upon return of the passenger.
5. Rcat will not be responsible if family and/or caretakers are not present.
6. Drivers will notify dispatch immediately if family and/or caretakers are not present at the final drop off location.
7. Dispatch will make every reasonable effort to reach the family and/or caretakers using the emergency contact numbers given by the passenger.
8. A decision as to whether to leave the passenger unattended will be made by Rcat management on a case-by-case basis.
9. Rcat shall charge a \$25 fee for waiting with the passenger longer than 5 minutes.

Refer to: Policy on Attendants

Consequences:

Failure by family or caretakers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Inclement Weather	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of our passengers, drivers, employees, and rolling stock during bad weather.

Policy Statement: Kansas has many forms of severe weather, tornados, high winds, and flooding, ice and snowstorms. Our service area has city streets and rural roads. The guidelines set forth in this policy are an attempt to safeguard our passengers, employees and rolling stock that may be at risk due to bad weather conditions.

Guidelines:

1. Fixed Routes and Paratransit will operate during most inclement weather conditions.
2. Fixed Routes may run designated snow routes when instructed by Dispatch.
3. Rcat will close when severe weather creates unduly hazardous road conditions as deemed prudent by Rcat administration.
4. Rcat administration will announce closings through available local news media.
5. Rural service will not operate if USD's: 309-Nickerson/South Hutchinson, 310-Fairfield, 311-PrettyPrairie, 312-Haven, and 313-Buhler schools are closed due to inclement weather.
6. If the USD is open in the area where a trip is scheduled, but the individual driver feels that a particular Paratransit or Rural trip is unsafe, the driver must notify dispatch for a final determination and so that dispatch may notify the passenger(s) affected.
7. No additional passengers will be allowed to board an Rcat vehicle from the time Dispatch give a severe weather shelter order until the clearance is given to resume services.

Refer to: Policy on Disabled Vehicles

Consequences:

Failure to comply with this policy may have personal safety consequences.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Lost and Found	Procedure on: Lost and Found
Date Initiated: 07/2011	Page 1 of 1

Purpose: To provide a central location and common procedure for passengers to locate lost items.

Policy Statement: All drivers will turn in any items left behind in vehicles to the Rcat office where the items will be held for thirty days.

Guidelines:

1. Drivers must complete a post-trip inspection of the seating/interior area of the vehicle.
2. Drivers must report all items found to Rcat dispatch as soon as possible.
3. Articles left in the vehicles shall be turned into the Rcat dispatch office as soon as possible.
4. The item may be returned to the passenger after identification of the item.
5. Items not claimed after a thirty-day period may be disposed.
6. Drivers must notify Rcat dispatch immediately if any weapons are found.
7. Weapons if discovered by passengers are not to be touched.
8. An incident report must be completed in the case of a weapon being found.

Refer to: Policy on Articles Not Permitted on Rcat Vehicles

Consequences:

Failure to comply with the terms of this policy may result in a loss of personal possessions.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Loud Audio on Rcat Vehicles	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety and comfort of drivers and passengers as well as to ensure that drivers can hear approaching emergency vehicles

Policy Statement: Playing audio devices may be disturbing for some passengers and drivers as well as interfering with drivers being able to hear approaching sirens.

Guidelines:

1. Passengers must wear headphones while playing personal audio electronic devices.
2. All Rcat drivers may play in dash radios at minimal volume levels providing this does not disturb the passenger(s) or create a distraction to their driving ability.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

Failure of passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Making Reservations/Scheduling	Procedure on: Making Reservations
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure quality customer service by making Rcat reservations and trip scheduling as easy as possible for our passengers while allowing adequate planning time for Rcat dispatchers.

Policy Statement: Rcat requires advance notice and reservations for all trips taken on our specialized transportation. Trips may be scheduled up to 7 days in advance. Rcat request as much advanced notice as practicable when making a reservation for next day service. It may be necessary to negotiate pick-up times.

Guidelines:

1. All trips using the specialized transportation rural services require advance notice.
2. To schedule a trip and make a reservation, a passenger must call the Rcat office in accordance with Rcat's Policy on Next Day and Same Day Service.
3. Requests for same day service may be permitted when the schedule is open.

Refer to: Policy on Next Day and Same Day Service

Consequences:

Failure by a passenger to comply with this policy may result in a trip not being available.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Minimum Age A Child May Ride Independently	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of minor children and to ensure that their trips can be successfully completed.

Policy Statement: Rcat recognizes the importance of the safety of our children.

Guidelines:

1. Children and Youth must be school aged (K-12), to ride independently.
2. Children and Youth must be capable of completing trips on the Fixed Route without additional assistance.
3. Rcat will provide passenger training for children and youth if requested.
4. Rcat may recommend children and youth with behavioral disorders or disabilities (at the discretion of Rcat management and/or due to professional opinions offered by case managers, social workers, or other health professionals) to have an attendant or be accompanied by an adult.

Refer to: Policy on Attendants/Companions, Policy on Disruptive Passengers, Policy on Hand-to-Hand Transfers, Policy on Passenger Self-Sufficiency

Consequences:

Failure of a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Mobility Aids Securement	Procedure on: Mobility Aids Securement
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of our passengers, drivers, and other travelers on the road in case these devices become loose and represent an airborne or sliding hazard. To comply with standards and laws.

Policy Statement: Rcat has established these guidelines in an attempt to make Rcat vehicles safer in case of sudden stops to prevent items from becoming airborne or a sliding hazard.

Guidelines:

1. Mobility Aids include but are not limited to wheelchairs, scooters, walkers, canes, braces, and crutches.
2. Drivers should instruct the passengers to secure the device to ensure the safety of all passengers.
3. Drivers may need to assist the passenger in securing the mobility aid.
4. Drivers should use his/her best judgment in determining the storage method and location of mobility devices other than wheelchairs/scooters but must keep the aisles and exits clear.

Refer to: Policy on Bus Lift & Ramp Use

Consequences:

Failure of a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Next Day and Same Day Service	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To meet the needs of Rcat and passengers while allowing adequate planning time for Rcat dispatchers

Policy Statement: Rcat strives to meet the needs of our passengers.

Guidelines:

1. Rcat requests that all passengers requesting specialized transportation services to give as much advanced notice as practicable when requesting Next Day service.
2. Rcat will make every reasonable effort to provide same day trips if the schedule is open.
3. Rcat cannot guarantee that same day trips will be accommodated.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

Failure by passengers to comply with the terms of this policy may result in a trip not being carried out.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Number of Packages	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety and travel comfort of passengers, and drivers

Policy Statement: Packages, luggage and shopping bags/totes may represent those items which could come loose and move about the vehicle cabin should the vehicle come to a sudden, unexpected stop.

Guidelines:

1. Fixed route passengers shall always be in control of packages etc. in a way that will not jeopardize any other passenger's safety or trip.
2. No packages etc. will be allowed to block any aisle or exit, inconvenience or injure other passengers.
3. All packages etc. must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden unexpected stop.
4. The number of packages etc. shall be limited to only those which can be secured, not block aisles or exits and so as not to take up seats needed for additional passengers.
5. The number of packages etc. permitted on Rcat fixed route buses is limited to the amount the passenger can carry in one trip. Fixed route drivers **are not** permitted to assist passengers with packages etc.
6. Passengers carrying packages on any Rcat vehicle are limited to a combined package weight of 50 pounds per rider. Upon request, paratransit drivers may assist passengers with loading or unloading packages between the vehicle and door of destination or origin. Passengers are responsible for getting the packages etc. into their residence or destination.
7. Transporting firearms or hazardous materials is prohibited.

Refer to: Policy on articles not permitted on vehicles, Policy on Dealing with Disruptive Passengers, Policy on Lost and Found

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Passenger Complaints	Procedure on: Passenger Complaints
Date Initiated: 07/2011	Page 1 of 3

Purpose: In providing a public service to the community, it is possible that some members of the public or a passenger will wish to complain about the quality of service offered or the way service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. Everyone in the County community has the right to express their concerns about Rcat operations. The allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address complaints as quickly as possible using the resolution mechanisms provided by both common sense and the law.

Policy Statement: Rcat is interested in providing a process for passengers to formally issue a complaint regarding Rcat service or personnel, this includes all complaints filed under Title VI of the Civil Rights Act of 1964, Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”(1994), and Executive Order 13166 “Improving Access to Services for Person with Limited English Proficiency”(2000), for alleged discrimination in any program or activity administered by Rcat.

Guidelines:

Part One – Submitting A Complaint

1. Copies of the Rcat Service Complaint form and accompanying procedure for making complaints will be kept in each Rcat transit vehicle. Drivers shall provide these forms to passengers wishing to make a complaint. Rcat Service Complaint Forms will also be available in the Dispatch office. The completed Rcat Service Complaint Form must be mailed, faxed or hand delivered to Rcat Director.
2. The Rcat Service Complaint Form and procedure are posted on the Reno County website www.renocountyks.gov/Reno-County-Area-Transit-RCAT these documents can be downloaded, printed and completed for submission.
3. Rcat staff who encounter person wishing to make a complaint (either in speaking with them in person or on the telephone) shall provide them with a Rcat Service Complaint Form and procedure.
4. Complaints:
 - ✓ Must be in writing on the Rcat Service Complaint Sheet;
 - ✓ Must be signed and dated;
 - ✓ Must be submitted within 15 calendar days of the date of the offense;
 - ✓ Must be submitted to:

Director
Reno County Public Transportation Department
120 West Avenue B
Hutchinson, Kansas 67501

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint may be made to the Rcat Director, the Rcat Assistant Director, the Rcat Transportation Coordinator and in absence of these parties, any other available staff. Under these circumstances, the complainant will be interviewed and the staff person receiving the complaint will convert the verbal allegations to writing.

The staff person recording the complaint will sign and date the Rcat Service Complaint Sheet.

Part Two – Complaint Review and Response

1. The Rcat Director or their designee will review and investigate all Rcat Service Complaint Forms received.
2. The Rcat Director will respond to all protests in writing (certified mail), addressing each substantive issue raised in the protest. Response will be made by the Rcat Director or their designee within 15 calendar days after receiving the complaint. A copy of the response will be forwarded to the County Administrator. The written response will advise the Complainant that she/he can submit a written request for second review.

Second Review

1. In the event the Complainant believes that the situation has not been resolved satisfactorily, she/he may submit a written request for second review of the matter. This written request must be received by the Rcat Director within 15 calendar days of the date noted on the Rcat Director’s response letter.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Passenger Complaints	Procedure on: Passenger Complaints
Date Initiated: 07/2011	Page 2 of 3

The second review must be addressed to:

Director
Reno County Public Transportation Department
120 West Avenue B
Hutchinson, Kansas 67501

2. Once received the Rcat Director will forward the written request to the County Administrator, who will render a written response to the Complainant. This written response will be sent via certified mail to the Complainant within 15 calendar days after being received by the county.
3. The written response will also inform the complainant that he/she has the right to appeal the secondary review decision. The request for appeal must be in written form and submitted to the Rcat Director within 15 calendar days of the date noted on the response letter sent by the County Administrator.

Appeals Process

1. Within five working day after receiving the written request, the Chairman of the Reno County Public Transportation Commission or a designee will appoint an ad hoc committee of no less than two members to serve as an appeal review body.

The request for Appeals hearing must be sent in writing to:

Director
Reno County Public Transportation Department
120 West Avenue B
Hutchinson, Kansas 67501

2. Notification date of hearing must be mailed (certified mail) to complainant within 10 working days of the date of receipt of the request for an appeal hearing.
3. If the complainant is dissatisfied with the Reno County Public Transportation Commission's final resolution of the complaint, she/he has the right to file a complaint with the Kansas Department of Transportation. The complaint may be sent to the following address:

Public Transportation Manager
Kansas Department of Transportation
700 S.W. Harrison, 2nd Floor
Topeka, KS 66603

4. If the complainant is dissatisfied with the Kansas Department of Transportation's resolution of the complaint, she/he has the right to file a complaint with the:

Departmental Office of Civil Rights
U. S. Department of Transportation
400 7th Street, S.W., Room #10215, S-30
Washington D.C. 20590

Policy on: Passenger Hygiene and Cleanliness Standard	Procedure on: Passenger Hygiene and Cleanliness Standard
Date Initiated: 07/2011	Page 1 of 1

Purpose: To encourage passengers to maintain certain cleanliness and health standards so as not to jeopardize the health of drivers, themselves, or other passengers

Policy Statement: Rcat expects passengers to respect fellow passengers and maintain high standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from illnesses.

Guidelines:

1. Passengers are expected to maintain clothing cleanliness, personal hygiene and health standards that do not jeopardize the health of drivers, them, or other passengers.
2. It is acceptable for passengers whose clothing has become soiled and personal cleanliness has become impaired due to the nature of the work they perform to ride Rcat vehicles.
3. Drivers shall notify dispatch if a passenger does not comply with the conditions described in #1 and # 2 and should complete an incident report to record the incident.
4. Dispatch will give this report to administration for corrective action.
5. Administration may suspend service to passengers until corrective action has been taken.
6. Transportation may be refused or suspended when the passenger:
 - a. Jeopardizes the health of drivers and other passengers due to poor hygiene and personal grooming
 - b. Requires medical attention to prevent the spread of a communicable disease
 - c. Has open wounds, visible bleeding or unsupported injuries
 - d. Travels without a personal care attendant and is habitually incontinent
 - e. Is habitually not prepared or available when the vehicle arrives for pick up
 - f. Requires assistance after de-boarding or cannot be left alone at the drop-off location

Refer to: Policy on Passenger Self-Sufficiency, Policy on Dealing with Disruptive Passengers

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Passenger No Show and Cancellations	Procedure on: Passenger No Shows and Cancellations
Date Initiated: 07/2011	Page 1 of 1

Purpose: To encourage passengers to be responsible and notify Rcat if they are unable to make a scheduled trip on specialized transportation

Policy Statement: It is costly to taxpayers when resources are wasted due to specialized transportation trips being lost due to No Shows.

Guidelines:

1. A trip is considered a “no show” when the driver has made every reasonable effort to locate the passenger for a period of five minutes.
2. Drivers will notify dispatch of his/her unsuccessful search for the passenger and dispatch will advise the driver if the trip will be classified as a “no show”.
3. A late cancellation or No Show that is disability/illness related will not be counted if the passenger notifies the Rcat dispatch office, however, documentation may be required.
4. Each no show will be investigated as to whether the passenger made a good faith effort to cancel the trip, or whether a misunderstanding or miscommunication caused the missed trip.
5. A passenger who cancels a Rcat specialized trip through Rural Service on Demand less than 24 hours from the time of the scheduled trip for 25% of their trips within a ninety (90) day period will be suspended from service for a length of time not to exceed 30 days.
6. Cancellations on Paratransit specialized transportation must be made at least one hour before the scheduled pick-up time or it will be considered a late cancellation, and a double charge will apply.

Refer to: Policy on Next Day Service, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to notify the Rcat office that he/she will not be making a scheduled trip is subject to suspension from services.
2. A passenger who records no shows either habitually or for 25% of their scheduled trips within a 90-day period will be suspended from service for a proportionate length of time.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Passenger Preparation	Procedure on: Passenger Preparation
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the passenger is ready for pick-up upon the arrival of the Rcat vehicle

Policy Statement: Rcat coordinates specialized rides where possible. Rcat maintains a time schedule. Rcat asks that all passengers are ready to leave at the scheduled departure time.

Guidelines:

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between Rcat and the passenger during scheduling.
3. Demand Response and County/Rural service vehicles will wait 5 minutes after arrival at the designated pick-up site.
4. Paratransit passengers should be prepared to board the vehicle up to fifteen (15) minutes prior to and fifteen (15) minutes after the scheduled pick-up time.
5. A double fare will apply to passengers who refuse to ride with other passengers.

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

1. Failure by passengers to comply may result in the suspension of services.
2. A double fare and late cancellation will be applied to refused rides.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Passenger Self-Sufficiency	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure passengers and drivers are transported in a clean and healthy environment

Policy Statement: Rcat expects passengers to maintain certain cleanliness and health standards so as not to jeopardize the health of drivers, themselves or other passengers. Good personal hygiene and grooming is necessary to ensure that passengers on board the vehicle are not unduly exposed to unhealthy conditions due to the enclosed area. Any passenger's behavior that poses a health or safety hazard to themselves 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.

Guidelines:

1. A passenger utilizing fixed route services is required to be capable of caring for themselves, controlling their bodily functions, and have the cognitive ability to make decisions.
2. A passenger utilizing specialized services is required to be capable of caring for themselves, controlling their bodily functions, and have the cognitive ability to make decisions, or Rcat may recommend a personal care attendant accompany the passenger to assist them.
3. Passengers must practice good hygiene which includes proper bathing and wearing clean clothing.
4. Transportation may be refused or suspended when the passenger:
 - a. Jeopardizes the health of drivers and other passengers due to poor hygiene and personal grooming
 - b. Requires medical attention to prevent the spread of a communicable disease
 - c. Has open wounds, visible bleeding or unsupported injuries
 - d. Travels without a personal care attendant and is habitually incontinent
 - e. Is habitually not prepared or available when the vehicle arrives for pick up
 - f. Requires assistance after de-boarding or cannot be left alone at the drop-off location

Refer to: Policy on Passenger Hygiene and Cleanliness, Policy on Attendants / Companions, Policy on Contagious Disease, Policy on Hand-to-Hand Transfers

Consequences:

Failure to comply with the terms of this policy may result in immediate refusal of permission to board and or suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Passengers with Animals	Procedure on: Passengers with Animals
Date Initiated: 07/2011	Page 1 of 1

Purpose: To identify animals allowed to ride Rcat vehicles

Policy Statement: Animals are allowed on board Rcat vehicles under certain conditions. Rcat will comply with current FTA regulations regarding ADA service animals. Rcat will allow small animals other than service animals.

Guidelines:

Animals may ride on board Rcat vehicles under the following conditions:

- a. Animals must be carried in properly secured animal cages, animal carriers, or animal travel containers small enough to be held on the passenger's lap.
- b. Contained animal must be held on the passenger's lap while on board a Rcat vehicle.
- c. Animal containment must have a lid that closes and locks or is otherwise secured.
- d. Animals cannot take a seat intended for passenger use
- e. Passengers are responsible for the behavior and hygiene needs of their animal.
- f. Current rabies vaccination must be on file with a licensed Veterinarian.
- g. Animals must not be disruptive or behave in a threatening or defensive manner.
- h. Animals ride at no additional charge
- i. When utilizing special transportation services, passengers should inform the dispatch operator that a service or other animal will be transported.
- j. Service animals (and those in training) traveling with their owner/handler may ride without restriction.
- k. Service animals must be supervised and under the full control of their owners/handlers while being transported.
- l. Service animals may ride on the floor but may not block the aisle
 - i. A service animal is an animal that has been individually trained to assist an individual with a disability
 - ii. There is no national standard for certifying service animals
 - iii. A driver may not require or ask a person with a disability for certification or identification for service animals
 - iv. A driver may ask what tasks the animal has been trained to perform.

Refer to: FTA Guidelines for ADA, Policy on Dealing with Disruptive Passengers

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Payment Due at Time of Service	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure that the collection of passenger fares is equitable and uniform.

Policy Statement: Rcat passengers should be prepared to pay the appropriate fare with U.S. currency, cash, coins, Rcat ticket(s) at the time service (transportation) is given.

Guidelines:

1. Drivers are not permitted to make change (fare box collection)
2. Fixed Route, Demand Response & County/Rural Passengers must have correct payment for fare, in U.S. currency, cash, coins and/or Rcat ticket(s) only.
3. Paratransit Passenger must have correct payment for fare, in U.S. currency, cash, coins, Rcat tickets, money order and cashier's check, no personal checks.
4. No rolled coins will be accepted.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Prohibiting use of tobacco products including e-cigarettes or vape	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To safeguard the health of all passengers and comply with the Laws of the State of Kansas and the Federal Government.

Policy Statement: Rcat prohibits tobacco products and smoking of any kind on/in or around Rcat vehicles and premises.

Guidelines:

Drivers, other employees, passengers and general public are prohibited from using tobacco products including e-cigarettes or vape while on/in or around Rcat vehicles and premises following State and Federal regulations.

Refer to: Policy on Dealing with Disruptive Passengers. Federal and State Governmental Regulations on Smoking in Public Places.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Seatbelts and Restraints	Procedure on:
Date Initiated: 07/01/2011	Page 1 of 1

Purpose: To ensure the safety of all passengers and drivers.

Policy Statement: All Rcat drivers must be secured with the restraint devices available in each vehicle while driving. All passengers are strongly encouraged to use seatbelts. Adults are strongly encouraged to provide and use child safety/booster seats appropriately sized for the children they accompany on Rcat vehicles. Adults accompanying children are responsible to properly install and buckle children into the safety seat/booster. Under the Americans with Disabilities Act, it is the right of any transit system to require riders using wheelchairs to have their wheelchair secured. It is the policy of Reno County Area Transportation (Rcat) that wheelchair securement is required and thereby creates a safer transport for all riders including those using wheelchairs. Anyone who refuses to have their wheelchair secured will be denied transportation on Rcat vehicles. Passengers using wheelchairs and mobility devices such as scooters are strongly advised to be secured with the securement devices available in each vehicle by the Rcat driver. **Passengers who ride in a Rcat minivan are required by State Law to use restraints devices.**

Kansas law exempts public transportation buses from KSA 8-1343 the Child Passenger Safety Act, Rcat strongly advises all children and youth to be protected with safety restraints.

Guidelines:

Part One: Children and Youth Passengers

1. Rcat strongly encourages the use of appropriate child restraint devices (federally approved child safety/booster seat) for children, until they weigh more than 80 pounds and are over 49 inches tall.
2. Rcat does not provide additional child safety seat restraint devices on Fixed Route vehicles.
3. Fixed Route vehicles are equipped by the manufacturer with integrated child safety seats.
4. Adults are strongly encouraged to provide child safety/booster seats for children accompanying them on Fixed Route vehicles.
5. Rcat has one (1) federally approved child safety and one (1) federally approved child booster seat available for use in specialized transportation vehicles.
6. Rcat owned child safety/booster seats are available on a first come first served basis for use on specialized transportation vehicles. If specialized transportation is requested to transport a child under the age of four (the trip must be arranged in advance), the accompanying adult must install the child restraint device and buckle the child in the seat.
7. Drivers **will not** install child safety restraint device.
8. Drivers **will not** buckle a child in the safety restraint device.
9. Adults accompanying children utilizing child safety restraint devices are responsible for cleaning the device upon reaching their destination.
10. Child safety restraint devices owned by Rcat will be kept in the Rcat building when not in use.
11. Children & youth age 14 & under are encouraged to wear a seat safety belt and utilize a booster seat if necessary.

Part Two: Adult Passengers

1. Drivers are required to wear safety restraints while operating a Rcat vehicle.
2. All adult passengers are strongly encouraged to wear seatbelts.
3. Drivers may not assist the passenger riding in a regular seat in the latching or unlatching of seatbelts unless specifically requested by the passenger or in the case of emergency evacuation.
4. Drivers must inform passengers riding in a wheelchair that the driver will be securing the lap or shoulder restraint belt.
5. Wheelchairs used as a passenger seat during transport shall be secured with 4-point tie downs according to industry standards using the existing integrated clamp and/or floor mount system. Wheelchair that cannot be secured with a 4-point tiedown will be secured as best possible. Wheelchairs shall be secured in a forward-facing manner. Side facing is prohibited. Power-driven mobility devices shall be turned off and wheel brakes if available shall be engaged during transport.
6. The passenger being transported in a wheelchair shall be secured with the lap and shoulder belt unless the passenger specifically refuses its' use.
7. Mobility devices, aids and accompanying packages shall be secured according to the best judgment of the driver in determining the storage method, location, securement and safety of all passengers.

Refer to:

Consequences:

Failure to comply with the terms of this policy may result in injury.

Management Responsibilities: Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Reno County Area Transportation
Rider Policies and Procedures

Policy on: Shared Rides	Procedure on:
Date Initiated: 07/2011	Page 1 of 1

Purpose: To provide the most economical and efficient transportation for all passengers

Policy Statement: Rcat will schedule trips placing as many general public passengers as possible together when traveling in the same direction or to the same destination.

Guidelines:

1. Passengers shall recognize that Rcat’s services are based upon coordination of general public transportation.
2. Rcat will not make individual trips upon request; however individual trips may result due to scheduling.
3. To fully utilize Rcat resources a circuitous route may be necessary in order to accommodate the maximum number of passengers.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Suspension/Disciplinary Action	Procedure on: Suspension Appeals Disciplinary Action
Date Initiated: 07/2011	Page 1 of 2

Purpose: To provide directions for the application of disciplinary action and/ or suspension of difficult passengers and to provide passengers with an appeal process for such actions.

Policy Statement: The actions described in the following guidelines when displayed upon entering the Rcat Transfer Station or while riding or attempting to ride a Rcat vehicle will be considered disorderly conduct and subject to appropriate disciplinary action. The actions listed in the guidelines are not all inclusive but provide a guide toward recognizing and understanding the types of actions/behaviors which will result in the denial of transportation; cause the need for progressive disciplinary action and/or lead to the suspension from Rcat service. Additionally, Rcat is interested in providing a formal process for passengers to formally issue an appeal in response to disciplinary action.

Guidelines:

1. Refusal to pay fare upon entering the vehicle.
2. Exhibiting dangerous/hazardous/disruptive behavior to the driver or other passengers (this can include any loud, raucous, unruly, harmful, harassing, or other related behaviors)
3. Willful intimidation of the driver or another passenger or other behavior that warrants alarm for the safety of other persons.
4. Violation of any federal, state or municipal civil and criminal law.
5. Extending any object or portion of one’s body through the door or window of a Rcat vehicle while it is in motion
6. Spitting at, in or on the property of Rcat, a Rcat driver or passenger
7. Destroying, defacing or otherwise damaging the property of Rcat
8. Boarding a Rcat vehicle with any animal/pet that is not contained in a pet container, (service animals are exempt)
9. Displaying any sexually harassing behavior toward a Rcat driver and or any other passengers (this includes the use of explicit language/dialogue, display of sexually graphic materials or any other sexually harassing behaviors).
10. Carrying out any act which tends to create or incite, or creates/incites, an immediate breach of peace. This includes but is not limited to fighting, pushing, hitting, dangerous horseplay, use of foul/obscene/racist/sexually explicit language or discussion, noisy or boisterous conduct, threats of any sort or any other dangerous actions or actions likely to provoke a violent reaction, fear, and or apprehension.
11. Throwing any object at Rcat property, Rcat drivers or other passengers
12. Additional reasons for disciplinary action are defined under separate policies/procedures included in this manual.

Refer to: Policy on Passenger Self-Sufficiency, Procedure Disruptive Passenger

Policy on: Suspension/Disciplinary Action	Procedure on: Suspension Appeals Disciplinary Action
Date Initiated: 07/2011	Page 2 of 2

Consequences:

Progressive disciplinary process is set forth below:

1. The first violation will result in a written warning.
2. The second violations will result in suspension from riding Rcat for a 30-day period.
3. The third violation will result in a suspension from Rcat for a 60-day period.
4. The fourth violation may result in a disciplinary hearing or could result in disciplinary action up to and including permanent disbarment from riding Rcat.
5. Based upon the severity of the conduct/behavior of the passenger Rcat reserves the right to shorten the progressive disciplinary process at any point, allowing for the ability to proceed directly to the fourth step in the process (suspension in excess of 60 days or permanently disbaring a passenger from use of Rcat).

Rcat Administration will notify the passenger in writing within seven days of any disciplinary action. The letter will state the reasons for and the duration of the suspension.

A passenger who wishes to appeal a decision of suspension may do so through the Rcat appeal process. The Reno County Public Transportation Commission will serve as the body addressing all passenger appeals.

Passengers should address an appeal in the following manner:

1. The passenger must request a hearing in writing within thirty (30) days from the written notice of suspension from Reno County Area Transportation. Hearing requests must be mailed, faxed or hand delivered to the attention of the Director, Reno Public Transportation Department, 120 West Ave B, Hutchinson, Kansas 67501
Fax: 620-694-2767
2. The Director will inform the passenger of the hearing date, place and time in writing, providing at least 10 days' written notice of such.
3. The passenger may bring one or more witnesses to the hearing if desired.
4. Decisions must be presented in writing to the passenger on behalf of Reno County Public Transportation Department within seven (7) days of the hearing.

Management Responsibilities:

Rcat Administration has the responsibility to enforce this policy, determine and carrying out any resulting consequences. Rcat Administration is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and make decisions for or against disciplinary action in compliance with other transportation policies Rcat Administration has the responsibility to coordinate the facilitation of an appeal process for passengers who request it.

Policy on: Transporting Passengers with Medical Oxygen	Procedure on: Transporting Passengers with Medical Oxygen
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure service to passengers traveling with a portable oxygen supply while assuring the comfort of other passengers

Policy Statement: Passengers traveling with a portable oxygen supply must be self-sufficient and not require aid.

Guidelines:

1. Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered.
2. Passengers traveling with a portable oxygen supply may be transported if the oxygen may be safely held by the passenger *or* is secured in a manner that does not block the aisles or exits and will not cause inconvenience or injury of other passengers.
3. Drivers may instruct passengers how to secure a portable oxygen supply safely.

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Traveling with Children	Procedure on: Traveling with Children
Date Initiated: 07/2011	Page 1 of 1

Rcat Policy Guidelines on Traveling with Children

Customer safety, convenience and comfort dictate what articles are allowed on the bus. Obviously, there are "gray" areas where the bus drivers must make a judgment based on how crowded the bus is and whether the article will discomfort or endanger customers. Here are some guidelines for baby strollers and buggies.

Both collapsible and non-collapsible strollers are allowed on buses:

- Customers may board buses with a child in a stroller. Upon request, the lift or ramp will be deployed by the driver. An adult is required to ride the lift to control the stroller.
- Once on board the bus, the customer must remove the child from the stroller and hold them in their lap, secure them into a bus child seat or in a seat alongside the customer for the duration of the ride.
- Children seated in WC-19 Transit ADA Accessible strollers may remain seated and their stroller secured in the same manner as a wheelchair.
- Folding strollers must be folded and stored under or between the seats, unless the stroller is too full to do so.
- If the stroller does not collapse, it must:
 - Not block the aisle or doorways;
 - Be under the control of the owner at all times; and
 - May be parked with the brake set in the wheelchair seating area if space is available and tethered in place using wheelchair tie downs.
 - Please note that customers with disabilities have priority use of this area.

>Accessible strollers do not need to be collapsed.

>Rcat classifies accessible strollers as mobility aids.

- Upon request, the lift or ramp will be deployed by the driver.
- An adult shall ride the lift to control the stroller.
- The child can stay seated in ADA strollers only. The stroller must be secured in the tie-down area.
- Accessible strollers may be for children with disabilities or for parents with disabilities who are unable to safely hold their child.



Policy on: Wait Time	Procedure on: Wait Time
Date Initiated: 07/2011	Page 1 of 1

Purpose: To establish the limits for wait time

Policy Statement: Rcat Paratransit, Demand Response and Rural service strives to accommodate all passengers and adhere as closely as possible to manifest schedules. To achieve this, Rcat has established the following “wait-time” guidelines.

Guidelines:

1. Drivers shall not at any time leave a designated stop prior to the published manifest stop or pick-up time.
2. Drivers shall not wait longer than 5 minutes past the scheduled stop or pick-up time for any passenger.
3. Drivers of Rcat Paratransit vehicles shall wait for the passenger at the location designated on the manifest or verbally communicated by Dispatch.
4. Demand Response and County service wait time is 5 minutes past the scheduled pick-up time.

Refer to:

Consequences:

Failure to comply with the terms of this policy may result in a missed ride and or the suspension of services.

Management Responsibilities:

Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

Policy on: Wheelchair Securement	Procedure on: Wheelchair Securement
Date Initiated: 07/2011	Page 1 of 1

Purpose: To ensure the safety of all seated passengers and drivers during transport

Policy Statement: All seated passengers are strongly encouraged to utilize seatbelt securement. Drivers shall utilize manufacturer suggested procedures for proper securement of wheelchairs whenever possible. Drivers will make the best use of securement technology based upon the nature of the wheelchair to ensure the safety of seated passengers. If a driver cannot secure a wheelchair, the passenger will not be denied service. It is the policy of Reno County Public Transportation Department that wheelchair securement is required and thereby creates a safer transport for all riders including those using wheelchairs. Anyone who refuses to have their wheelchair secured will be denied transportation on Rcat vehicles.

Guidelines:

1. Drivers shall use their best effort to appropriately secure wheelchairs according to industry standards using mfg. integrated clamp and/or floor mount securement system. If a driver is unable to secure the wheelchair, the passenger will not be denied service.
2. Route vehicles have the capacity to carry one wheelchair (manual or power three or more wheeled devices)
3. Drivers shall strongly encourage wheelchair passengers to use available lap and shoulder restraints.
4. Wheelchairs shall be secured with 4-point tie downs or as many as are standard for that particular tie down system, in any combination of straps and/or clamps.
5. Wheelchair passengers shall be secured in a forward-facing manner. Side facing securement is prohibited.
6. Power-driven devices such as power chairs, scooters etc. shall be turned off during transport.
7. Wheel brakes if available shall be engaged during transport.
8. Wheelchairs (manual or power three or more wheeled devices) and occupants shall be transported if the lift and vehicle can physically accommodate them, Transportation may be denied if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements as when, for example the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

Refer to: Manuals and videos on file for various restraint systems.

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities: Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.