

Rules

What's prohibited on the Derby Dash:

- Smoking
- Riding under the influence of alcohol or illegal drugs
- Abusive, threatening or obscene language or actions
- Physical or verbal abuse of another rider or the driver
- Standing while the vehicle is in motion
- Extending any body parts out the windows
- Firearms or weapons of any kind (including concealed)

Note: Those with incontinence must be dry upon boarding the bus.

The driver has the discretion to take measures if a rider engages in persistent inappropriate or dangerous behavior. Riders who violate the rules listed above are subject to suspension of service or possible criminal prosecution.

Riders have the right to file a complaint regarding service. Contact Derby Dash Dispatch at 788-7433. Dispatch will take the call, document the complaint, and notify the Senior Services Administrator.

Derby's mission is to create vibrant neighborhoods, nurture a strong business community, and preserve beautiful green spaces.

The mission of the Derby Dash is to provide safe, accessible, and affordable transportation to all citizens who reside in the city limits of Derby, in order to enhance access to programs, services and activities which will improve their quality of life and help maintain their choice of lifestyle.

Derby Dash



*A Guide on
How to Ride the Bus*



Call 788-RIDE

Derby Dash
Derby Senior Services
611 Mulberry, Suite 100
Derby, KS 67037
316-788-RIDE (7433)
www.derbyweb.com

Created December 2008

Overview

Hours of Operation

8:00 a.m. to 4:00 p.m.

Monday through Friday

Call 788-RIDE (7433) to request a ride. The bus will provide curb-to-curb service.

Reservations

Make your reservation:

7:30 a.m. to 3:30 p.m.

Monday through Friday

- Reservations will be accepted as long as time slots are available.
- Rides can be scheduled no more than two weeks in advance.
- Parents or guardians must schedule rides for children 15 years and younger. Children under 10 years old must be accompanied by someone 15 years or older.
- Rides will be scheduled on a first-come, first-served basis, therefore not all requests may be accommodated.
- Reservations are made with a 30-minute pick up window. The bus can arrive 15 minutes prior to or 15 minutes after the scheduled pick up time. Upon arrival, the bus driver will wait no longer than five minutes.
- If a rider has waited more than 15 minutes for the bus, please call 788-7433.

The Derby Dash does not operate on city-observed holidays, including two days at Thanksgiving and Christmas.



Ride Cards

A Ride Card must be purchased prior to scheduling a ride on the bus. A one-way ride is \$2. A round-trip ride is \$4.

Ride Cards may be purchased at both Derby Dillons stores (North Rock Rd. location and 200 E. Greenway), the Derby Senior Center and City Hall, both located at 611 Mulberry Rd. Cards may be purchased in \$5, \$10, and \$20 increments. Once purchased, Ride Cards are nonrefundable.

Apply to Ride

Riders are required to fill out an application prior to scheduling a ride on the Derby Dash. Applications can be picked up at the Senior Center, 611 Mulberry Rd. Suite 100; completed over the phone by calling the Derby Dash at 788-7433; or downloaded at www.derbyweb.com (look under departments for "transportation"). Scholarships are available to provide discounted rates. Please call the Derby Dash for more information.

Cancellations

Cancellations must be made at least one hour prior to the scheduled pick-up time. Notice given less than one hour from scheduled pick-up time will be considered a "no-show." If a no-show occurs, the customer will still be charged for the ride.



Accommodations

The Derby Dash will attempt to accommodate wheelchairs. Wheelchairs and other mobility devices must not exceed 48 inches in length, 30 inches in width, and 600 pounds in total weight (occupied). The driver will secure people in wheelchairs. Those who have difficulty climbing the steps of the bus may use the wheelchair lift to board the bus.



Derby Dash Dispatcher, Jennifer Daily (left) and Derby Dash Driver, Sandy Venskus, test the wheelchair lift prior to picking up riders.