

CITY OF DERBY TRANSPORTATION

- DERBY DASH -

OPERATING POLICIES & PROCEDURES



**611 MULBERRY, SUITE 100
DERBY, KS 67037
316-788-7433
FAX: 316-788-9611**

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GENERAL

DERBY TRANSPORTATION

The new bus service, equipped with accommodations for special needs of the elderly and the disabled, will provide low-cost public transportation for the City of Derby. This service will enable persons to be less dependent on others for a basic need—transportation. Trips will include the local grocery stores, banks, post office, medical facilities, Senior Center, and other facilities as determined by the needs of patrons. The weekday bus route will be demand-response (curb to curb) and will run within the city limits of Derby. Transportation will be available for pick-up service at 8:00 a.m. and drop off until 4:00 p.m. Monday through Friday. The telephone line will receive calls Monday through Friday between 7:30 a.m. and 3:30 p.m. Advance notice of at least 24 hours is required.

MISSION STATEMENT

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.

WHO WE SERVE AND SERVICE AREA

All persons residing in City of Derby city limits are eligible. The area covers 8.26 square miles. Children under 10 must be accompanied by an older rider.

HOW TO CONTACT US

Derby Dash Dispatch

(316) 788-7433(RIDE)

FAX number

(316) 788-9611

Dee Williams, Administrator

(316) 788-7433

Monday-Friday, 7:30 a.m.- 3:30 p.m. for scheduling rides, until 5:00 p.m. for information about Derby Dash or other transit resources in the community.

ELIGIBILITY

RIDES

A ride card **must** be purchased prior to scheduling a ride on the bus. A one-way ride costs \$2.00. Cards may be purchased at the Senior Center and City Hall located at 611 Mulberry, as well as Derby Dillons stores. Call 788-7433 for information on how to purchase a card. Cards may be purchased in \$5.00, \$10.00 and \$20.00 increments. Ride cards purchased are non-refundable.

APPLICATION SCHOLARSHIP PROCESS

An individual must be determined eligible for subsidized rides through the application process prior to rides being scheduled. Information provided in the application is kept strictly confidential. To obtain an application, contact the Derby Dash and indicate if assistance is needed in completing the application. Proof of income is required.

Once an individual is determined eligible and receives a confirmation letter, any changes of information provided on the application must be reported to Derby Dash including changes in name, address, phone number, contact person, or income status. Applications will otherwise be required to be updated on a yearly basis.

FUNDING SOURCES & PROGRAMS

The Derby Dash currently receives funding from the following sources that help make this service a possibility: Federal Transit Authority, City of Derby and donations.

OPERATIONS

OFFICE HOURS

The Derby Dash office hours are 7:00 a.m. to 5:00 p.m., Monday through Friday. Reservations for rides are taken from 7:30 a.m. to 3:30 p.m., and phones are answered until 5:00 p.m. for information about Derby Dash or other transit resources in the community.

SERVICE HOURS

The Derby Dash will run five days a week Monday through Friday, from 8:00 a.m. to 4:00 p.m. On the following holidays, the Derby Dash service will be closed: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day following Thanksgiving Day, and for two days Christmas.

SCHEDULING A RIDE

Reservations for rides are to be made 1 day in advance by 3:30 p.m. Reservations may be made up to 2 days in advance by 3:30 p.m. Reservations can also be made on the day the ride is needed if space is available. Customers must have the street address and phone number of their destination when scheduling a ride. Parents, guardians or day care providers must call and schedule a ride for children 15 years and younger. Rides will be scheduled on a first come first serve basis; therefore, not all requests for rides may be accommodated.

CANCELLATIONS & NO SHOWS

All cancellations must be made within one hour of the scheduled ride pick-up time. Notice given less than one hour from scheduled pick-up time will be considered a "no show." No shows are scheduled pick-ups where the passenger is not at or ready at the designated site, and has not called the Derby Dash to cancel the ride. **If a no shows occur, a customer will be charged for the ride.** If a rider is not ready for pick-up, the driver will leave, after the 5 minute wait period, and the ride will be counted as a no show. The following circumstances are not counted as no shows: 1) if a customer called to cancel a ride but the driver did not get the message; 2) if a customer called to cancel a ride for a vehicle that had already been dispatched; 3) if the bus was over 30 minutes late for the scheduled pick-up time; and 4) if a customer could not call to cancel a ride due to an emergency situation.

WAIT TIME FOR DRIVER & PASSENGERS

The bus is only required to wait up to 5 minutes upon arrival. If driver is earlier than the scheduled pick-up time they will still only have to wait 5 minutes. Riders should be ready at least 15 minutes prior to pick-up time to avoid missed transportation. If rider has waited 15 minutes past the scheduled pick-up time, Derby Dash should be called.

PICK-UPS & DROP-OFFS

For pick-ups, riders must be ready and waiting at the designated pick-up location. The bus will wait for a rider in front of, or as close as possible to, the rider's designated pick-up location. Drivers will not come to the door to assist passengers. If a rider needs assistance exiting the pick-up location or entering the destination location, an escort must be available to assist. The driver may assist the passenger from the curb into the bus if requested.

If your pick-up is at an apartment complex or large institution, you should let the scheduler know when requesting the trip if there are any special instructions needed such as security gated entries, apartment building numbers, or multiple entrances. Otherwise, drivers will pick-up and drop-off at the main entrance or designated/predetermined points of entry for safety reasons. For drop-offs, the driver will drop the rider off in front of, or as close as possible to, the designated drop-off location.

LATE VEHICLES

Public transportation providers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, the bus may be late for a pick-up. If the vehicle has not arrived by 20 minutes after the scheduled pick-up time, please call the Derby Dash. Derby Dash staff will call scheduled riders when the bus is going to be late. They will know the status of the vehicle and what time to expect it. If a pick-up is more than 60 minutes after the scheduled pick-up time, the ride will be free of charge unless the delay is due to inclement weather.

BOARDING & SECUREMENT OF PASSENGERS

Drivers will secure wheelchairs and other mobility devices. In some cases, the driver may ask the rider to transfer to a seat if it is not possible to secure the passenger safely. It is the rider's choice to transfer or remain in their mobility device. Individuals who cannot board the vehicle using the steps may use a wheelchair lift for access.

ACCOMMODATIONS

VEHICLES

The City of Derby has one 16-passenger bus available. This vehicle may be down due to maintenance from time to time and will be scheduled if possible.

WHEELCHAIR & OTHER MOBILITY DEVICES

The Derby Dash will attempt to accommodate wheelchairs. Wheelchairs and other mobility devices must not exceed 48" in length, 30" in width, and 600 pounds in total weight (occupied). Individuals with mobility devices exceeding these standards may be denied service. For passenger safety, vendors will not transport riders with broken mobility devices or devices without working brakes. Wheelchairs and other mobility devices must be clean, safe, and in good working condition. Motorized wheelchairs must be able to be locked down and will not be allowed to ride without being locked down.

ATTENDANT & DRIVER ASSISTANCE

Derby Dash does not provide attendants. Assistance that is provided by Derby Dash Drivers.

ASSISTANCE PROVIDED BY DERBY DASH DRIVERS

- *Assistance from the curb to the vehicle, boarding the vehicle and securement in the vehicle.
- *Securement of mobility device equipment and packages in the vehicle.
- *Loading and unloading some packages (see “Packages” section).

ASSISTANCE NOT PROVIDED BY DERBY DASH DRIVERS

- *Assistance beyond the bus.
- *Locking/unlocking doors or activating/deactivating house alarms.
- *Loading and unloading personal items (except some packages).

PACKAGES

Carry-on packages are limited to a total of five packages/bags. Drivers may help a rider carry packages from the curb and on/off the vehicle. Neither the driver nor City of Derby is held liable for any damage that may occur to packages/bags during transport. Packages or personal items left on the bus will be held for 24 hours; however, perishable items will be put in the trash at the end of the day. Items not collected within a week will be given to the food pantry or thrift shop.

EQUIPMENT

Persons traveling with portable oxygen or other support equipment may be transported if it does not interfere with passenger’s safety and is not prohibited by Hazardous Materials Regulations.

GUESTS

A guest who is not a Derby Dash customer or is not a rider’s attendant is welcome to ride with a customer on a space-available basis. You must reserve seating for your guest (including children) when scheduling your trip. Parents or guardians must schedule rides for children 15 years and younger. A guest will need to pay with a ride card.

SERVICE ANIMALS & PETS

Guide dogs and other service animals are allowed to accompany riders. Please inform the Derby Dash office when scheduling a ride if a service animal will be accompanying you. The animal’s care and safety is the responsibility of the owner. Any pet being transported must be in a pet carrier, with exception of a service animal.

CHILD SEATS

State law does not require buses to have child restraints or child seats. Drivers are not permitted to carry children on or off the vehicle. If you need assistance with a child, please bring someone along to help you.

RULES OF CONDUCT

The following rules are enforced for everyone’s safety and comfort. Inappropriate conduct will not be tolerated at any time.

RULES OF CONDUCT

- No smoking on board a vehicle.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No physical or verbal abuse of another rider or the driver.
- No standing while vehicle is in motion.
- Passengers are not to extend arms, hands, heads, or any body parts through the vehicle's windows.
- Anyone with incontinence must be dry upon boarding the vehicle.
- No fire arms or weapons of any kind (including concealed) will be allowed in any vehicle associated with Derby Dash.
- Passengers who have bodily fluids, blood or blood components, exposed mucous membranes or skin exposed wounds present on the body, on any personal item or surfaces surrounding them will not be transported by the Derby Dash at any time.

The driver has the discretion to take measures if a rider engages in persistent inappropriate or dangerous behavior. This discretion will include the Derby Dash refusing service or a driver putting a rider out of the vehicle or calling the authorities, if necessary. Riders who violate these rules of conduct are subject to suspension of service. Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

COMPLAINTS

COMPLAINT PROCEDURES

Every rider has a right to dispute or file a complaint regarding service. Contact Derby Dash Dispatch at (316) 788-7433. Dispatch will receive telephone and other verbal complaints, document the complaint on a Complaint Feedback Form and immediately notify the Administrator. If a satisfactory solution cannot be reached, a written grievance may be filed within 10 days of the incident or complaint to: the Derby Dash Bus Transportation Administrator. If an agreement cannot be reached, contact the City of Derby City Clerk for an assessment of the situation.

Assistant City Manager
City of Derby
611 Mulberry
Derby, KS 67037
(316) 788-3132

SPECIAL SERVICES

CHARTERED TRIPS

Derby Dash offers a chartered trip service for the City of Derby. Destinations may include inside and outside Wichita, within the state of Kansas. Contact the Administrator to schedule a trip. Derby Dash "Rules of Conduct" must be followed on a charter trip.

Two weeks advance notice is requested for chartered trips, and exceptions can be made in some cases. In order to prepare our drivers for the trip, Derby Dash requires the following information: names of individuals going on the trip, where pick-up will originate, destination,

time, stops along the way, any special needs for passengers, and return time. Chartered trips are quoted as one price; which includes cost of the administration, driver and fuel. The bus will only be driven by City of Derby personnel at any time during the trip. It is the responsibility of the individual scheduling the transportation to collect passenger fares. Application is available at the Derby Dash office.